

Event Coordinator

\$22.00/hour



About Us:

Southside Blooms is a 501c3 nonprofit organization that is a farm-to-vase florist on the Southside of Chicago, providing unique and fashion-forward arrangements while maintaining an uncompromising dedication to the environment and our surrounding communities. The organization creates employment and education opportunities for at-risk youth and young adults who need a second chance to turn their life around, find employment, learn a new skill, and foster positive relationships. Join us in shaping the future of floral operations and creating extraordinary moments for our customers through your leadership and expertise.

Job Overview:

We are seeking an Event Coordinator to join our team at Southside Blooms. The ideal candidate will be responsible for providing exceptional customer service, handling client inquiries, and ensuring a smooth experience process. This role requires strong communication skills, attention to detail, and a passion for delivering outstanding customer experience. The Event Coordinator will play a crucial role in fostering positive relationships with our valued clients and ensuring their floral needs are met with utmost care and precision.

Responsibilities:

- Assist clients in selecting floral arrangements, offering guidance based on their preferences and occasion.
- Manage client inquiries via phone, email, and in-person communication, providing accurate and timely information about products and services.
- Maintain a thorough understanding of the floral inventory, including seasonal offerings and special arrangements.
- Record and organize client orders, ensuring all necessary details are accurately captured for seamless processing.
- Collaborate with the floral design team to ensure client requests are fulfilled with precision and creativity.
- Coordinate with the delivery team to ensure timely and accurate delivery of floral arrangements to clients.
- Handle client concerns and complaints with professionalism and a customer centric approach, striving to resolve issues to the client's satisfaction.
- Uphold the organization's brand image and values, delivering exceptional customer service and fostering positive client relationships.
- Performs other duties as assigned.

Requirements:

- Proven experience in a customer service or sales-oriented role, preferably in a retail or floral environment.
- Strong interpersonal and communication skills, with the ability to engage and assist clients in a friendly and professional manner.
- Excellent organizational skills and attention to detail, with the ability to multitask and prioritize client needs.
- A passion for floral design and a basic understanding of floral arrangements and terminology.
- Flexibility to work on weekends, holidays, and during peak floral seasons.
- Must be authorized to legally work in the United States.
- High school diploma or equivalent.

Benefits

- Health Insurance
- Dental Insurance
- Paid Time Off