



Customer Service Representative (CSR)

Flowers Express Inc. — #13 Grass Street, Castries, Saint Lucia

Role Overview

As the first point of contact for customers, the CSR at Flowers Express Inc. ensures a warm, professional, and efficient experience across in-person, online, and telephone interactions. The CSR helps customers choose arrangements, process orders, coordinates with the design and delivery team, and supports the smooth daily operation of the flower shop.

Key Responsibilities

- Greet and assist customers with inquiries, recommendations, and purchases.
- Handle phone calls, emails, and online messages promptly and professionally.
- Process transactions through the POS system, ensuring accuracy.
- Maintain detailed and organized records of orders and delivery instructions.
- Work closely with florists and delivery drivers to ensure timely service.
- Troubleshoot and resolve customer issues with courtesy and efficiency.
- Keep the shop floor, displays, and front area clean and inviting.
- Support seasonal promotions, wedding/event orders, and B2B hotel arrangements.

Requirements

- Proficiency with computers, POS systems, and online order platforms.
- Strong communication skills (verbal and written).
- Ability to learn quickly and adapt in a fast-paced environment.
- Previous customer service or retail experience preferred.
- Attention to detail and organizational skills.
- Team-oriented with a positive and professional demeanor.

Compensation & Benefits

- Competitive base salary (as per contract).
- Staff discounts on floral arrangements.
- Tuition assistance for approved training and education.

- Gym membership stipend to encourage health and wellness.
- Paid annual leave, sick leave, and statutory benefits per Saint Lucia Labour Code.
- Opportunities for career growth in wedding/event planning and B2B partnerships.

To Apply: Submit your application through our website or email creativejobs758@gmail.com.