



## Shop Steward

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

### Role Overview

The Shop Steward at Flowers Express Inc. serves as the frontline leader responsible for maintaining daily shop operations, ensuring exceptional customer service, and supporting the overall efficiency of the team. This role involves supervising staff, managing cash and inventory, coordinating with florists and delivery personnel, and ensuring that the store runs smoothly and professionally at all times.

### Key Responsibilities

- Oversee daily shop operations including opening and closing duties.
- Ensure cash handling, inventory tracking, and sales processes are accurate and secure.
- Supervise and train team members to deliver excellent customer service.
- Coordinate with florists, delivery drivers, and administrative staff to ensure smooth order flow.
- Maintain cleanliness, organization, and attractive merchandise displays throughout the store.
- Address customer inquiries and concerns in a professional manner.
- Assist with scheduling, task delegation, and performance monitoring.
- Promote a positive work culture and team collaboration.

### Requirements

- Experience in retail supervision or team leadership role preferred.
- Excellent communication and interpersonal skills.
- Proficiency in POS systems, basic accounting, and inventory software.
- Strong organizational abilities and attention to detail.
- Ability to multitask and work effectively under pressure.
- Friendly and professional demeanor with a commitment to excellence.

### Compensation & Benefits

- Competitive salary based on experience and performance.
- Opportunities for advancement and leadership development.
- Tuition assistance for management and leadership courses.

- Gym membership stipend and health benefits.
- Paid annual leave and other statutory entitlements as per Saint Lucia Labour Code.
- Collaborative, creative, and supportive work environment.

**To Apply:** Submit your application through our website or email [creativejobs758@gmail.com](mailto:creativejobs758@gmail.com).