

Job Title: Seasonal Customer Service Representative

Department: Customer Service

Reports to: Front-End Manager, Front End Team Lead

FLSA Classification: Non-Exempt (Hourly)

Location: Minnetonka, MN

Expected Season: Defined season is spring or winter for a defined peak period in the garden center.

Position Summary: Seasonal Customer Service Associates support front-of-house operations while delivering a friendly, high-energy customer experience that reflects Tonkadale's commitment to beauty, care, and ridiculous passion. CSR's accurately process each transaction with care and efficiency. This seasonal role offers full-time or part-time hours and plays an important role in creating a fun, fresh store experience aligned with Tonkadale's values.

Schedule Expectations

- Seasonal duration; hours may vary.
- Flexibility in scheduling; weekend and evening availability is desired.
- Overtime available in accordance with applicable wage and hour laws.

Essential Functions:

- Accurately perform assigned customer service and cashiering duties.
- Follow established procedures, policies, and safety guidelines.
- Communicate clearly and respectfully with leaders, team members, and customers.

Non-Essential Functions:

- Perform additional duties as assigned or needed.

Responsibilities:

- Acts as a Cashier and Customer Service Representative.
- Delivers superior, on-brand customer service.
- Assists in fulfilling curbside orders.
- Understands and communicates Tonkadale's policies.
- Greets customers when entering or leaving the garden center.
- Maintains a clean and tidy workspace.
- Assists in other store duties such as cleaning projects, pricing, painting as needed.

Knowledge and Skills

Garden center or retail experience preferred but not required.
A passion for plants and gardening.
Comfortable using basic technology and point-of-sale systems.
Effective communication skills.
Able to respond to basic customer concerns with the support of leaders.
Basic organizational skills and ability to follow written and verbal instructions.
Ability to work independently and as part of a team.

Travel: None required.

Physical Requirements:

This is a hands-on, active role that requires being on your feet for most of the workday. The position involves lifting and carrying 10–25 pounds repetitively, bending, reaching, pushing and pulling carts, and handling plant materials. This role requires the ability to work in hot, humid greenhouse conditions as well as varying outdoor weather conditions, and to remain hydrated throughout the shift.

Equal Employment Opportunity

We are an Equal Opportunity and Affirmative Action employer. We are committed to providing equal employment opportunities to all employees and applicants without regard to race, color, religion, creed, national origin, sex, sexual orientation, gender identity or expression, age, disability, genetic information, marital status, veteran status, status with regard to public assistance, or any other characteristic protected by applicable federal, state, or local laws, including Minnesota Human Rights Act protections.

Disclaimer

This job description does not necessarily describe all duties, responsibilities, or qualifications associated with this position and may be updated as business needs evolve. This document does not constitute a contract of employment or guarantee employment for any specific duration. Employment is at-will.