

Position: Part Time Sales Associate

Classification: Part-Time, Non-Exempt

Reports to: Retail Sales Manager

Hours:

- Average work week is 15 hours; one week per month at 19 hours
- Regular work schedule:
 - Friday & Saturday 9:30 AM – 5:00 PM
 - Third Thursday of each month 4:00 PM – 8:00 PM

Position Summary

The primary responsibility of the Part Time Sales Associate is to maintain a high standard of customer service provided throughout the full visitor experience, while assisting with delivering the monthly sales goal for the Store. This position works closely with the Retail Sales Manager as a team to maximize earned income through the retail operations of a nonprofit arts organization. This position also updates the online store while working on-site and assists with creating social media content for the Store.

Duties and Responsibilities

Sales and Marketing

- Assists with building loyalty and brand recognition for CC through superior customer service; actively greets and interacts with guests; elicits from customers the types of products they are seeking
- Assists with generating sales
- Works with Retail Sales Manager to create artist labels and store display information
- Develops and maintains a knowledge of craft/design, with emphasis on high-caliber artist-made work
- Participates in various activities occurring throughout the year, including some weekend and evening
- Ensures proper cash handling practices and daily balancing of Store sales
- Uploads new products to the online Store and regularly removes items that are sold out online
- Assists with generating social media content for the Store

General Operations

- Ensures a clean, organized, well-stocked sales area at all times
- Assists with general store operations including material/supply orders, storage room organization, etc.
- Assists with reset of the entire sales floor on a quarterly basis and rearranges individual areas of the store on at least a monthly basis, to keep the inventory looking fresh
- Confirms items have been recorded accurately in point-of-sale system; and that customer data is collected and recorded correctly

Events Management

- Assists with set-up for events and programs hosted by the Store
- Assists with solicitation and tracking for Out of Hand auction as needed

Customer Service

- Maintains a superior level of professionalism, courtesy and efficiency while putting the needs of the customer first
- Researches and resolves customer concerns and complaints. Oversees refunds, exchanges and questions as needed

- Ensures front doors are open and all public and exhibit areas are fully operational during open hours. Becomes knowledgeable about current exhibitions and Studio classes to be able to answer customer questions
- Welcomes guests to Contemporary Craft upon their entrance

Qualifications

- Prior sales experience is preferred
- Must be able to work independently, under pressure, and resolve complex problems as they arise
- Strong time management skills to complete assigned projects under required schedule
- Ability to identify priorities and manage projects
- Experience in Microsoft Office, particularly excel and word are required
- Proficiency in Point of Sales system a plus
- Excellent working knowledge of contemporary craft is a plus

Contemporary Craft is an Equal Opportunity Employer. Contemporary Craft is committed to workplace diversity and to providing employment opportunities to all qualified applicants without regard to race, color, religion, age, sex, sexual orientation, gender identity, national origin, disability or protected veteran status.

Compensation & How to Apply

Starting salary is \$17 an hour. To apply, send your resume and cover letter to work@contemporarycraft.org.