

**Job Position:** Quilt Shop Retail Sales Associate

**Reports to:** Quilt Shop Manager

**Hours:** Part-time, Hourly



### **Primary Function**

Assisting customers and guests in the Quilt Shop by providing them with the information and resources they need while providing exceptional customer service. This position will answer questions about products, cut fabric, ring in sales on POS and keep the shop looking fresh and clean.

### **Essential Functions (Responsibilities) include the following. Other duties may be assigned.**

1. Greet and assist customers in a professional and courteous manner, remembering hospitality always.
2. Operate POS system, handle cash and credit cards transactions/balance drawer at the end of the day.
3. Restock shelves and keep product neat and organized.
4. Daily responsibilities include— fabric and color coordination, calculating yardage needed for customers, cutting fabric, packaging kits.
5. Teach classes.
6. Present demos at retreats and other shop events.
7. Quilt Shop cleaning as needed—sweeping, dusting, vacuuming, and emptying trash.
8. Required to work 2 days per week, some weekends (1-2 per month) and some holidays (depending on Sauder Village hours/events). The number of days per week can vary if other staff are on vacation, etc. The number of days per week can/will increase during special events such as Quilt Show, Shop Hop, etc.

**Skills, Requirements and Conditions:** Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

1. Communicates effectively with co-workers and customers.
2. Willingness to go out of your way to exceed each customer's expectations.
3. Showing initiative and ability to follow through to complete assigned and routine tasks.
4. Physical skills include ability to stand for long periods of time, walking and ability to lift 10 pounds.
5. Ability to climb ladder if needed for hanging displays.
6. Willing to work extra hours when needed.
7. Basic computer skills.
8. Quilt making experience.
9. Basic math skills to calculate yardages needed for specific sewing projects.
10. A good sense of color coordination to assist customers with fabric selection.
11. Willingness to learn new skills in order to demonstrate to customers, teach classes, or produce samples for shop use.
12. Reliable, enthusiastic, team player and trustworthy.
13. Reflects and advocates for the mission, purpose, goals and values of Sauder Village.