



**TEXTILE CENTER OF MINNESOTA  
Job Posting**

**Job Title:** Shop Associate  
**Status:** Part time  
**Hours:** 15 - 20 hours/week  
**Schedule:** Flexible availability Monday – Saturday, including evenings  
**Shop & Gallery Hours:** Mon – Thurs 10 am – 7 pm, Fri & Sat 10 – 5; (during Nov & Dec only, Sundays 12-4)

**Primary Duties:**

The Shop Associate's role is to be the first point of contact for all persons entering Textile Center, setting a welcoming tone and orienting visitors. Shop Associate sells fiber art and completes other transactions, to help achieve Textile Center's income goals.

**Primary Duties:**

**Visitor Engagement:**

- Be a welcoming, engaging ambassador to fulfill the Shop's role as a gateway to Textile Center and as a resource for textile artists.
- Provide outstanding customer service in all interactions.
- Warmly greet and engage with all visitors who enter Textile Center
- Highlight key points about Textile Center and current Gallery exhibitions, especially to all new visitors.

**Shop:**

- Share artist stories and be knowledgeable about merchandise carried in the Shop in order to help achieve sales goals.
- Perform accurate cash handling and POS transactions
- Perform Shop, Gallery, and building opening/closing duties.
- Act as liaison for general Textile Center information, including Gallery Exhibitions, Membership, Classes/workshops, and Special Events/Programs.
- Answer phones courteously and promptly; forward and transfer calls as necessary
- Review emails that come to Shop and Textile Center; reply or forward accordingly
- Work effectively with team members to ensure the Shop is clean, tidy, well-stocked, and attractively merchandised.
- Assist with periodic inventory cycle counts and full store inventory count.



**Additional:**

- Adhere to Textile Center policies and procedures in the Textile Center Employee Policy and Procedures Book.
- Complete other tasks for Textile Center as needed (such as mail prep, data entry, etc.) and assist with special events, gallery openings, etc.

**Qualifications:**

- High School diploma required; college degree preferred
- Minimum of 2 year experience in retail sales and/or direct customer service with public and cash handling responsibilities.
- Experience with general public, providing high levels of face-to-face, as well as telephone and email customer service.
- POS cash register and inventory system experience required. Experience in QuickBooks a plus.
- Proficient in Outlook required; Word, Excel a plus.
- Ability to lift in excess of 20 lbs.
- Ability to stand for long periods of time, bend, stretch, engage in repetitive motions, push, pull, and carry items (shop merchandise; display props) for short distances.
- Ability to climb a ladder and use a step stool.
- Familiarity with and interest in fiber art techniques a plus!
- Flexibility and multi-tasking skills to complete other administrative tasks from time to time in the Shop, as needed by Textile Center.

**To apply:**

Please send cover letter, current resume, and 3 professional references to:  
Nancy Gross, Director of Administration  
ngross@textilecentermn.org