

TEXTILE CENTER
Job Posting

Job Title: Shop Inventory Specialist
Status: Full time, non-exempt
Hours: 36-40 hours/week
Pay Rate: \$17 - \$19 per hour, DOE
Benefits: Benefits eligible (see below)
Reports to: Director of Administration
Schedule: Tuesday - Saturday

Position Scope and Purpose

Textile Center seeks an energetic, personable, detail oriented, and retail-experienced Shop Inventory Specialist to assist Textile Center's artisan Shop. If you enjoy the wide variety of experiences that a small retail business offers, from inventory database upkeep, artist/vendor communications, all aspects of an online store, as well as bricks & mortar store customer service and operations, then this position is for you. It reports to and assists the Director of Administration, and works with the entire Shop team. This position also assists with the planning, preparation, and execution of Textile Center's annual Textile Garage Sale events.

A national center for fiber art, Textile Center's mission is to honor textile traditions, promote excellence and innovation, and inspire widespread participation in fiber art. Located in Minneapolis, just steps from the Prospect Park Green Line light rail stop.

Textile Center is safely open to the public, following COVID-19 requirements and guidelines from City of Minneapolis, Minnesota Department of Health, and CDC.

Specific Duties

Customer Service/Visitor Engagement:

- Be a welcoming, engaging ambassador to Textile Center.
- Provide outstanding customer service in all interactions, modeling appropriate service standards.
- Perform accurate cash handling, POS transactions, and building opening/closing duties.
- Warmly greet and engage with all visitors who enter Textile Center, highlighting key points and current programs.
- Liaison for general Textile Center information, including Gallery Exhibitions, Membership, Classes/Workshops, and Special Events/Programs.
- Answer phones courteously and promptly; assist caller or transfer calls as necessary.
- Review emails that come to Shop and Textile Center; reply or forward accordingly.
- Assist with keeping shop team informed and updated on news/information.

Shop Inventory Support/E-commerce:

- Assist with all aspects of Online Shop – including webpage item set up, photography, order fulfilment/shipping, and inventory management in Wordpress/WooCommerce.
- Maintain inventory control measures by accurately setting up new artists/vendors, creating items, and receiving/removing merchandise in Quickbooks database.
- Accurately create and print bar code tags for inventory items.
- Assist with contacting artists/vendors.
- Assist with merchandise selection and reorders.
- Create artist biographies; share stories on in-store cards, online, and with shop team.
- Assist with Shop merchandising, display, and events, including Holiday Gallery Shop.
- Execute periodic inventory cycle counts, assist with annual inventory process and enter corresponding database adjustments.
- Total and track daily attendance and other data onto spreadsheets.
- Assist with Shop sign creation and marketing efforts.
- Help Shop track and achieve budgeted earned revenue goals.
- Assist with training of new Shop Associates.

Textile Garage Sales/Additional:

- Assist with preparations, planning, and execution of Textile Garage Sales, both off and on site.
- Provide support for other departments as needed, and other duties as assigned.

- Adhere to Textile Center policies and procedures contained in the Textile Center Employee Policy and Procedures Book.

Relationships

This position reports to the Director of Administration, and works with the Shop team, as well as all other members of Textile Center staff. The position interacts with visitors, Textile Center members (individual, guild, business, and board), donors, rental clients, volunteers, Textile Center program participants, and building users.

Equipment Used

Computer, mouse, keyboard, credit card machine, telephone, copy machine, printers. Shop display furnishings and props, ladders, step stools, carts.

Benefits

- Health insurance (Textile Center pays percentage of monthly premium)
- Dental insurance, flexible spending account, and retirement savings plan (100% employee paid)
- Insurance: Life, AD+D, ST/LT disability (100% paid by Textile Center)
- Paid vacation, sick, and holiday time
- Discount on Shop purchases; free and discounted class opportunities

Qualifications

- College degree **preferred** plus **required** minimum 2 years retail experience; or minimum 4-6 years related experience, **or** minimum 4-6 years combined education plus related experience
- Experience providing outstanding customer service, proficient cash handling and store opening/closing **required**
- Experience using POS inventory databases; **preferred:** Quickbooks, Square
- Experience with website maintenance; **preferred:** Wordpress, WooCommerce
- Experience at an arts organization, gallery, or specialty store **preferred**
- Familiarity and/or experience with fiber arts
- Engaging interpersonal skills, excellent verbal and written communication skills
- Proficient with Microsoft Office Outlook/Office 365, Word, and Excel
- Highly detail oriented; well organized; flexible
- Ability to lift in excess of 20lbs
- Ability to stand or sit for long periods of time; bend, stretch, engage in repetitive motions; push, pull, and carry items (merchandise, display pieces, artwork, boxes etc.) for short distances
- Ability to use stairs, climb a ladder, and use a step stool
- Fully vaccinated for COVID-19

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. Management retains the discretion to add or change the duties of the position at any time.

Textile Center is an equal opportunity employer and considers all qualified applicants for employment without regard to race, color, national origin, religion, sex, sexual orientation, gender identity, disability, or veteran status.

View our declaration of anti-racism here: <https://textilecentermn.org/declaration-of-anti-racism/>

Applicants for this position must successfully pass a background screening, and/or additional skills test as determined by management.

To Apply:

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