

## **TEXTILE CENTER Job Posting**

**Job Title:** Shop Associate  
**Status:** Part time, non-exempt  
**Hours:** 10 - 15 hours/week  
**Schedule:** Flexible, Tuesday – Saturday, per open business hours  
**Pay Rate:** \$13.50 per hour  
**Reports to:** Director of Administration

### **Position Scope and Purpose**

Textile Center seeks an enthusiastic Shop Associate for its artisan retail shop, with outstanding customer service skills, proficiency with retail POS systems and cash handling, and knowledge of fiber art techniques.

A national center for fiber art, Textile Center's mission is to honor textile traditions, promote excellence and innovation, nurture appreciation, 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.

### **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 to the building and programs. Shop Associate sells fiber art and supplies, and completes other transactions, to help achieve Textile Center's earned revenue goals.

### **Specific Duties:**

#### **Customer Service/Visitor Engagement:**

- Be a welcoming, engaging ambassador to Textile Center.
- Provide outstanding customer service in all interactions.
- Warmly greet and engage with all visitors who enter Textile Center, highlighting key points and current programs.
- Act as 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.

#### **Shop:**

- Share artist stories and be knowledgeable about merchandise carried in the Shop.
- Perform accurate cash handling and Point of Sale transactions.
- Perform Shop, Gallery, and building opening/closing duties.
- 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.
- Assist with online order fulfillment if needed.

#### **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 Textile Garage Sales, special events, gallery openings, etc.

**Relationships:**

This position reports to the Director of Administration, and works with the Shop team, as well as 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 processing machine, telephone, printer. Shop display furnishings and props, bins/boxes, step stools, carts.

**Qualifications:**

- High School diploma required; college degree a plus.
- Minimum of 2 years' experience in store retail sales, and/or direct customer service with public and cash handling responsibilities.
- Experience with general public, providing high levels of outstanding and personable face-to-face customer service, as well as via telephone and email.
- Required: Cash register and Point-of-Sale inventory system use experience. QuickBooks experience preferred.
- Required: Proficient with email systems; Outlook preferred.
- Familiarity with and interest in fiber art techniques.
- Strong multi-tasking and attention to detail skills.
- Strong communication skills; comfortable interacting with people.
- 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 use a step stool or small ladder.
- Ability to lift in excess of 15 lbs.
- Flexibility to complete other administrative tasks from time to time in the Shop, as needed by Textile Center.
- Required: Fully vaccinated for COVID-19
- Required: Saturday availability

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