

Join our Textile Center team!

Shop Assistant Manager

Textile Center is unique as America's national center for fiber art, with a mission to ***honor textile traditions, promote excellence and innovation, nurture appreciation, and inspire widespread participation in fiber art.***

The Center's resources include exceptional fiber art exhibitions, an artisan shop, a professional-grade dye lab, a natural dye plant garden, and one of the nation's largest circulating textile libraries open to the public.

textilecentermn.org



SHOP ASSISTANT MANAGER JOB POSTING

Job Title:	Shop Assistant Manager
Status:	Full time, Exempt
Salary:	\$40,000
Benefits:	See details below
Reports to:	Director of Administration
Schedule:	Tuesday - Saturday

POSITION SCOPE AND PURPOSE

Textile Center seeks an energetic and retail-experienced Shop Assistant Manager for its newly expanded artisan shop. Do you enjoy the wide variety of experiences that a small retail business offers, both front-and-back-of-house? Then this position is for you! You'll use your attention to detail for merchandise receiving and inventory maintenance, your creativity for merchandising the bricks-and-mortar shop, customer service acumen with on-site visitors, communication skills for contacting artists, and organizational abilities for maintaining the online shop and processing orders.

The position reports to and assists the Director of Administration, works with the entire Shop team, and also assists with planning, preparation, and execution of Textile Garage Sale events.

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.

SPECIFIC DUTIES

Shop Inventory & E-commerce Support:

- Maintain accurate inventory control measures when setting up new artists/vendors, creating items, and receiving/removing merchandise in Quickbooks POS database.
- Create and print bar code tags for inventory items.
- Assist with all aspects of Online Shop – including webpage item set up, photography, order fulfillment/shipping, and inventory management using Wordpress and WooCommerce.
- Communicate with artists and vendors as needed.
- Assist with merchandise selection and reorders.
- Edit and format artist biographies; share stories via in-store cards, online, and with shop team.
- Assist with merchandising of inventory displays, including Holiday Gallery Shop set up/take down.
- Organize and properly put away display fixtures, props, and seasonal items when not in use.
- Assist with Shop marketing strategies and in store signage to promote sales and engagement.
- Track and help achieve Shop's budgeted earned revenue goals.
- Execute periodic inventory cycle counts, assist with annual inventory process and enter corresponding database adjustments.

Shop Operations Support:

- Ensure all areas of the Shop including fixtures, back stock, shipping station and storage are kept clean, organized, and well-stocked.
- Monitor Shop supplies (packaging, office, cleaning, other) and restock/reorder as needed and per budget.
- Help keep shop team informed and updated on news/information.
- Act as point person for shop team transaction questions and help trouble shoot issues.
- Track daily attendance and other metrics onto spreadsheets.
- Assist with training of new Shop Associates.

Customer Service/Visitor Engagement:

- Be a welcoming, engaging ambassador to Textile Center.
- Warmly greet and engage with all visitors who enter Textile Center, highlighting key points and current programs.
- Provide outstanding customer service in all interactions, modeling appropriate service standards.
- Share stories about the artists, their work, the techniques, and other merchandise featured in the Shop.
- Perform accurate and proficient cash handling, POS transactions, and building opening/closing duties.
- Work in the Shop covering lunch breaks, regular Saturday shifts, events, and other times as needed.
- 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.
- When in Shop, review emails that come to Shop and Textile Center; reply or forward accordingly.

Textile Garage Sales/Additional:

- Help coordinate preparation and execution of Textile Garage Sale events and other special events, both on and off site.
- Occasionally assist with room prep for Adult Education classes, as needed.
- 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 & 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 artists, vendors, visitors, Textile Center members (individual, guild, 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 80% of employee's monthly premium)
- Insurance: Life, AD+D, ST/LT disability (Textile Center pays 100%)
- Dental insurance, flexible spending account, retirement savings plan
- 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 combined education and related experience
- Experience providing outstanding customer service, proficient cash handling & 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: 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, at ngross@textilecentermn.org.