



Join our Textile Center team!

Shop Associate

Textile Center is unique as a 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 ASSOCIATE JOB POSTING

Job Title: Shop Associate
Status: Part time
Hours: 10 - 20 hours/week
Pay Rate: \$15 per hour
Reports to: Director of Operations
Schedule: Flexible availability Monday – Saturday, including evenings
Shop + Gallery Hours: Tuesday – Saturday, 10 am – 4 pm, until 7 pm on Thursdays

POSITION SCOPE AND PURPOSE

Textile Center has entered an exciting era of growth, and we are seeking a Shop Associate to join our talented team of people passionate about fiber art. This position is ideal if you are looking to build a career in retail or fiber art and gain experience working with a dynamic team in a long-standing, respected member of the Twin Cities nonprofit arts sector. You will work with our team of seasoned arts leaders and will have the opportunity to learn about the inner workings of Textile Center.

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. We are in Minneapolis, just steps from the Prospect Park Green Line light rail stop.

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. The Shop Associate sells fiber art and completes other transactions, to help raise income to support Textile Center programs and artists.

SPECIFIC 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

- Familiarity with and interest in fiber art techniques a plus!
- High School diploma preferred.
- Experience in retail sales and/or direct customer service with public and cash handling responsibilities preferred.
- Experience with general public, providing high levels of face-to-face, as well as telephone and email customer service.
- Experience with cash register systems, inventory systems, and/or Square a plus.

- Comfortable working in Outlook, Microsoft Word, and online systems.
- Ability to lift in excess of 10 lbs.
- Ability to bend, stretch, engage in repetitive motions, push, pull, and carry items (shop merchandise; display props) for short distances.
- Flexibility and multi-tasking skills to complete other administrative tasks from time to time in the Shop, as needed by Textile Center.

BENEFITS

- Discount on Shop purchases; free and discounted class opportunities.
- Safe & Sick Time Accruals

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 and current resume required and be prepared to provide 3 professional references upon request. Send cover letter and resume to:

Erin Husted, Director of Operations
ehusted@textilecentermn.org