TEXTILE CENTER
Job Posting

Job Title: Shop Inventory Specialist
Status: Part time, non-exempt
Hours: 30+ hours/week; benefits eligible
Reports to: Director of Administration
Schedule: Weekdays plus Saturday generally, with possible evenings/other when regular hours resume.
Date: 3/01/2021

Position Scope and Purpose
Textile Center seeks an energetic, personable, detail oriented, and retail-experienced Shop Inventory Specialist to assist Textile Center Shop in achieving earned revenue goals. If you enjoy the wide variety of experiences that a small retail business offers, from bricks & mortar store customer service, cash handling, operations, and merchandising, to inventory database upkeep, artist communications, and all aspects of an online store, then this position is for you. It reports to and assists the Director of Administration and works with the entire Shop team.
Textile Center safely reopened last summer, with COVID 19 protocols in place, using State of Minnesota and CDC guidelines.

Customer Service/Visitor Engagement
• Be a welcoming, engaging ambassador to fulfill the Shop’s role as a gateway to Textile Center.
• Provide outstanding customer service in all interactions, modeling appropriate service standards.
• 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.
• Keep shop staff colleagues informed and updated on news/information.

Shop Operations
• Share artist stories and knowledge about merchandise carried in the Shop with customers
• Gather and share new artists’ information with Shop team.
• Help Shop achieve budgeted earned revenue goals.
• Perform accurate cash handling, POS transactions, and building opening/closing duties.
• Work effectively with Shop team members to ensure daily cleaning, straightening, restocking is completed and tracked with daily task list.
• Assist with Shop merchandising and display.
• Maintain inventory control measures by accurately setting up new artists/vendors, creating items, and receiving/ removing merchandise in Quickbooks system database.
• Accurately create and print bar code tags for inventory items.
• Assist with contacting artists/vendors with inventory needs/returns.
• Execute periodic inventory cycle counts, assist with annual store inventory process, and enter corresponding Quickbook adjustments.
• Assist with all aspects of Online Shop – including webpage item set up, photography, order fulfilment and shipping, and inventory management
• Total and track daily attendance onto spreadsheets
• Assist with merchandise selection and reorders
• Assist with Shop sign creation and marketing efforts.
• Assist with training of new Shop Associates.

Additional
• Provide support for other Textile Center events (e.g. Textile Garage Sale) and 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 all other members of Textile Center staff. The position interacts with visitors, Textile Center members (individual, guild, business, board), donors, rental clients, volunteers, and Textile Center program participants, and building users.

Qualifications
• College degree required
• Minimum of 4 years retail experience -- direct customer service, proficient cash handling responsibilities, opening/closing duties
• Minimum 3 years of experience with inventory database maintenance and inventory control procedures
• Arts organization, gallery, or specialty store experience a plus
• Familiarity and/or experience with fiber arts
• Experience providing outstanding customer service; engaging interpersonal skills
• Excellent verbal and written communication skills
• POS cash register and inventory system experience required. Experience in QuickBooks a plus
• Proficient in Outlook, Word, and Excel required
• Highly detail oriented; well organized; flexible
• Ability to lift in excess of 20lbs
• Ability to stand 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

Equipment Used:
Computer, mouse, keyboard, telephone, copy machine, printers.
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