

## **Bullseye Glass Co.**

### Job Description

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Department: **Resource Center – RCSF**

Position: **Sales & Studio Technician**

**Lines of Responsibility:** Reports to: Store Manager

#### **Summary**

The position requires a self-directed team player with an interest in sales, art, and working with their hands. The individual should be able to anticipate needs in order to assist customers, the store manager and other sales & studio technicians. The ability to problem solve and provide high quality customer service is essential. Sales will be driven primarily through education via customer/student interaction, classes, lectures and in-store demonstrations.

#### **Primary Responsibilities**

##### **Sales**

- Greet customers
- Sell products and online classes
- Accurately operate Point of Sale System, manage financial transactions, and balance drawers
- Direct customers to merchandise within the store
- Recommend products and online classes
- Have a comprehensive understanding of product line and its use in kiln-forming
- Help customer with questions, which may be related to quality of product, billing, pricing and user technical issues
- Maintain an orderly appearance throughout the sales floor
- Wrap sheet glass

##### **Studio Technician**

- Assist daily in studio functions
- Help keep the studio clean and equipment maintained
- Assist customers as needed during open studio hours
- Load and unload kilns

- Prime kiln shelves
- Program kilns
- Demonstrate to customers how to use studio equipment

### **Other Sales & Studio Instructor Functions**

- Have a complete understanding of pricing & discount levels
- Maximize store sales through outstanding customer service
- Demonstrate in-store tools and techniques
- Help create in store displays and educational samples
- Help manage store inventory
- Receive and stock inventory
- Assist and attend in-store customer functions
- Occasional attendance at events away from the store

### **Essential Qualifications**

- 4-year degree preferably in Fine or Studio Art/equivalent experience
- Knowledge of Mac and PC, Excel, Microsoft Word, Outlook, and presentation software
- 2 years of prior Retail Sales or Customer Service experience
- Maintain an upbeat and friendly attitude
- Ability to read, write and perform basic math; proficient in the English language.
- Ability to multi-task
- Ability to work in a small team
- Excellent organizational and communication skills
- Ability to problem solve
- Accuracy is critical for all phases of the job
- Valid driver's license
- Knowledge of art history & aesthetics
- Hands-on experience in the arts preferred
- Ability to lift up to 40 lbs..

## **Physical requirements / Use of Senses**

Standing/walking: Frequently. While working the retail floor and teaching classes.

Sitting: Seldom.

Lifting/carrying: Frequently. Typical weight between 1 to 40 lbs. For lifting glass; ceramic molds; kiln shelves; stocking of supplies, as well as assisting customers with merchandise.

Handling/grasping: Frequently to stock glass; wrap glass; loading and unloading kiln shelves; operating cold working equipment (sand blasters; grinders; polishers; dremel; tile saw) pallet jacks; forklift; kilns.

Speaking/hearing: Frequently. To speak with co-workers, students and customers. Follow verbal instructions.

Finger dexterity: Frequently. To operate the POS system/Computer work/handling glass and other supplies.

Near vision: Frequently. For computer work; coldworking; teaching.

Far vision: Frequently.

## **Mental requirements / Attributes**

Interaction with others: Frequently. Communicates with co-workers, and customers in person and over the phone.

Attention to detail: Frequently. Accuracy is critical for almost all phases of the job.

Critical judgment: Frequently. May need to identify problems or assess situations quickly.

Positive attitude: Continually. Essential while working in an environment with customers, students and coworkers.

## **Operation of Equipment / Tools**

Various tools: Frequently. To operate cold-working equipment, pallet jacks, drills, glass wrapping equipment, kilns, glass cutting equipment.