

## **Bullseye Glass Co.**

### Job Description

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Department: **Resource Center – RCBA** 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, teaching 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 instructors. 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 – currently on hold due to COVID-19) and in-store demonstrations.

#### **Primary Responsibilities**

- 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
- Have a complete understanding of pricing & discount levels
- Demonstrate in-store tools and techniques
- Maximize store sales through quality customer service
- Sell products and (online) classes
- Help create in store displays and educational samples
- Help manage store inventory
- Receive and stock inventory
- Teach classes
- Assist in daily store and open studio functions
- Assist with visiting artists/instructors in the teaching of kiln-forming classes (not now)
- Help keep the studio clean and equipment maintained

#### **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
- Teaching experience helpful
- Curriculum development experience helpful
- Excellent organizational and communication skills
- Ability to problem solve
- Aptitude in math
- Accuracy is critical for all phases of the job
- Valid driver's license
- Knowledge of art history & aesthetics
- Hands-on experience in the arts a plus

### **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; dremmels; 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.