

## **Bullseye Glass Co. Job Description**

Sales & Studio Technician  
Bullseye Glass Resource Center Los Angeles  
Reports to Store Manager

### **Work with Color, Art, and a Creative Community**

Do you enjoy art, craft, and helping people? Are you great in retail sales and customer service? Bullseye Glass Co. is seeking a full-time Sales & Studio Technician to join the team at its Resource Center in Los Angeles.

The Resource Center is a unique blend of retail store and teaching studio. We sell handcast art glass made in Portland, Oregon, since 1974. We also help customers learn to work with glass by teaching a variety of kilnforming classes and hosting Open Studio times. Our sales are driven primarily through education—through customer and student interactions, classes, and in-store demonstrations.

The Sales & Studio Technician will assist customers, support the store manager and fellow staff, sell Bullseye products and classes, create in-store displays and educational samples, help manage inventory, and assist in the daily running of the store.

Qualified candidates are self-directed, collaborative, well-organized, and detail-oriented problem solvers with excellent communication skills and at least two years of retail sales or customer service experience.\* Exceptional candidates will have hands-on experience in the arts—especially ceramics or glass. Knowledge of art history, studio art, design principles, etc, can also be a big plus. Must be able to lift up to 40 lbs.

**\*Please Note:** Although this position offers exciting opportunities to work with artists and build knowledge and skills in a unique, exciting artform, it is first and foremost a retail position, with customer service, sales, store upkeep, and team collaboration at the forefront!

### **Primary Responsibilities**

#### **Sales**

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

#### **Studio Technician**

- Assist in daily store and studio functions
- Assist customers in classes and Open Studio
- Help keep the studio clean and equipment maintained
- Demonstrate to customers how to use studio equipment
- Load and unload kilns
- Prime kiln shelves
- Program kilns

#### **Other Sales and Studio Technician Functions**

- Have a complete understanding of pricing and 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
- Attend and assist in-store customer functions
- Occasional attendance at events away from the store

#### **Essential Qualifications**

- 2 years of prior Retail Sales or Customer Service experience
- 4-year degree, preferably in Fine or Studio Art/equivalent experience
- Knowledge of Mac and PC, Excel, Microsoft Word, Outlook, and presentation software
- Teaching experience
- Excellent organizational and communication skills
- Ability to 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 as part of a small team
- Ability to problem solve
- Maintain complete accuracy for all phases of the job
- Valid driver's license
- Knowledge of art history and aesthetics
- Hands-on experience in the arts preferred
- Ability to lift up to 40 lbs.

#### **Physical / Sensory Requirements**

- Standing/walking: Frequently—working the retail floor and teaching classes
- Sitting: Seldom
- Lifting/carrying: Frequently—lifting glass, ceramic molds, kiln shelves, stocking supplies, assisting customers with moving/loading merchandise (Typical weight is 1-40 lbs)
- Handling/grasping: Frequently—stocking glass, wrapping glass, loading and unloading kiln shelves, operating coldworking equipment (sand blasters, grinders, polishers, dremel, tile saw), operating stocking loading equipment (pallet jacks, forklifts), and operating and kilns
- Speaking/hearing: Frequently—interacting with co-workers, students, and customers
- Finger dexterity: Frequently—operating the POS system/Computer work, handling glass and other supplies

- Near vision: Frequently—for computer work, coldworking, teaching
- Far vision: Frequently

**Mental / Relational Requirements**

- Interaction with others: Frequently—communicating with co-workers and customers in person and over the phone
- Attention to detail: Frequently—maintaining accuracy vital to all phases of the job
- Critical judgment: Frequently—identifying problems or assessing situations quickly
- Positive attitude: Continually—essential while working in an environment with customers, students, and coworkers

**Operation of Equipment / Tools**

- Various tools: Frequently—operating cold-working equipment, pallet jacks, drills, glass wrapping equipment, kilns, glass cutting equipment