

Title: Customer Experience Associate

Location: The Stitchery - 2608 St Johns Street, Port Moody BC

Summary:

The Stitchery provides excellent education and hand-picked, high quality fabric and supplies for sewers and quilters. We're here to encourage, educate, resource, and inspire our sewing community. We are an inclusive workspace that values and celebrates each person's creativity, perspective, and story.

We are looking for Customer Experience Associates who are:

- good at meeting sales targets and solving customer problems
- passionate about quilting and/or sewing and sharing their skills (or excited to learn)
- enjoy interacting with customers to learn about their needs and inspire them
- keen to be part of creative community and inspiring transformation

Responsibilities:

- Provide each customer with an excellent and personalized experience
- Help to maintain a clean and organized work environment
- Help with preparing kits, cutting materials for orders, and sewing samples (instruction provided)
- Other tasks may include merchandising, marketing, communications, or inventory management, based on applicant's skills and professional goals

Skills / Requirements:

- Sales and customer service experience
- Sewing experience in quilting or garment making preferred
- Able to lift or move 20 pounds (fabric bolts etc.)

What we offer:

You will be part of the vibrant Port Moody maker community and a small, motivated and friendly team of customer care and sewing experts at The Stitchery. You'll receive staff discounts, and support to learn and grow your skills and explore new things.

Hours:

Part time. This job is for 2-3 shifts per week. You must be available for some weekday and weekend shifts though flexibility is offered to take time off or swap shifts. Shifts are confirmed monthly. You may be asked to work extra shifts to cover vacation or sick leave.

Pay rate:

\$20 per hour

Please apply with information about your skills, job goals, and current availability to Jill Schuler at jill@thestitcherystudio.ca.

The deadline for applications is Sunday May 12, 2024.