

**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:**

- passionate about quilting and/or sewing and sharing their skills
- excited about interacting with customers to learn about and support their needs
- comfortable working for sales targets
- appreciate a neat and tidy shop

**Responsibilities:**

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

**Skills / Requirements:**

- Sewing experience in quilting or garment making
- Sales and customer service experience
- 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 store discounts, and support to learn and grow your skills and explore new things.

**Hours:**

Part time. This job is for 2 shifts per week. You must be available for weekdays and weekends 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 [info@thestitcherystudio.ca](mailto:info@thestitcherystudio.ca).

The deadline for applications is Monday November 13, 2023. Applications will be reviewed as received and the position may be filled before the deadline.