

SALES ASSOCIATE, part time

RICK RACK Textiles is hiring Sales Associates to join our team to spread sewing joy and assist the public with selecting fabrics, patterns, notions, and classes. Our associates are responsible for providing excellent customer service and for helping our retail and studio space run smoothly.

RICK RACK welcomes and encourages members of the BIPOC, LGBTQ2+, Indigenous, or other traditionally marginalized communities to apply. The initial rate of pay for this position is \$16/hr for up to 24 hours of work per week, with perks such as flexible scheduling, free classes, product discounts, and additional perks at our sister store, STASH.

We are looking to hire 2 sales associates:

- Part time weekends Must be available to work both Saturday and Sunday
- Part time One weekend day and the occasional week day

Please submit your cover letter and resume to: Victoria Hedin, General Manager, at orders@rickracktextiles.com. Email is the best method to submit your resume. Please specify which position you are applying for in your cover letter. **The deadline to apply is Thursday, April 6th 2023**.

Key Skills for the position:

- Must have basic knowledge of garment sewing
- Previous retail/ cash handling experience
- Strong written and oral communication skills
- Must be patient and a good listener
- Detail oriented and able to prioritize
- Friendly, must be a team player and enjoy social interaction
- Previous experience with Shopify is a bonus
- Ability to multitask and maintain a sense of calm during busy times
- Self-starter; work with limited supervision

Duties:

- Providing excellent customer service
- Offering assistance with pattern selection and fabric pairings
- Cutting fabric and haberdashery to measure
- Answering phone and email inquiries
- Processing payments and refunds using a POS system
- Assisting with Shopify/ e-commerce order fulfillment
- Booking workshops & processing services online & in person
- Maintaining a clean and tidy shop with daily duties
- Assisting with merchandising & restocking
- Processing print job requests from customers
- Completing opening and/or closing duties

About RICK RACK Textiles:

RICK RACK Textiles is Calgary's largest garment-focused sewing supply store, offering a great selection of fabrics, patterns, notions, and accessories for sewists. RICK RACK also offers workshops, pattern printing services, machine servicing, and scissor sharpening. We are a growing retail business with a strong brick-and-mortar presence as well as an ecommerce division. Our team is a mix of casual, part-time, and full time employees. For more information about RICK RACK textiles, please visit www.rickracktextiles.com.