



This pop up is operated by BRIKA and is a unique retail shop that creates space for emerging businesses and under-the-radar brands to sell their products. The shop is located in a redesigned historical bank building. This shop features an outstanding array of specialty products as well as a space to explore and engage.

We are seeking hard-working, energetic and personable store associates to represent this shop and all of the incredible brands in our portfolio. We review applications on a rolling basis.

Retail Team Lead – \$16-\$18 USD/hour on contract.

Abundant availability for AM, PM & Weekend shifts available mid July.

This position offers a great opportunity for retail skills development — as part of one of the freshest and newest store concepts in Bentonville!

**ROLE OVERVIEW:**

Maintaining daily communication with BRIKA.

Is accountable for store experience during designated hours.

Responsible for generating sales by engaging and connecting with customers in a warm and authentic manner, the stories of our brands, our culture for promoting independent small businesses, and the special, well-crafted products we sell.

Customers should leave our shop feeling as if they've had a wonderful experience versus just making a shopping transaction. From a more practical standpoint, they should feel as if their needs were met, whether it was just to treat themselves to something special or to buy a gift. The goal is to make an indelible impression on them so they will have the knowledge and motivation to tell others about this pop-up and the brands they've discovered.

**JOB RESPONSIBILITIES:**

Creates a positive, welcoming experience for customers:

Demonstrates a “customer-first” mindset while working in the store Educates customers on our product and the artisans who design/make them (including brand history, manufacturing, retail pricing)

Connects with customers by asking open-ended questions

Speaks with knowledge and confidence to customers about the product features, materials, process

Effectively collects customers' email addresses so that we can continue to communicate with them via our newsletters

Delivers customer service to increase sales:

Drives store sales by suggesting items to meet needs.

Upholds all store policies and procedures.

Ensures that merchandise and store are easy to shop and accessible to customers: Properly open and close retail space location

Maintains the store to meet brand standards (i.e., light dusting, mopping and cleaning of fixtures) and ensures brands/products are presented to meet the highest standards. Replenish product that's sold through on the floor. Executes all operational processes effectively.

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Unpack boxes of new product.

Process newly received inventory.

Contributes to a positive working environment:

Demonstrates values and behaviors consistent with our shared culture.

Assists team members in customer interactions.

Interact with artisans we may or may not work with.

**Other:**

Complete daily assigned clean-up duties.

Collect customer emails to add to our online database.

Proactively gather feedback on brands/products and information that can be shared with brands to improve their offerings

Make innovative and intelligent suggestions to help brands achieve business goals.

Oversees brand activations/ tastings/ samplings and assists with social media and marketing (i.e., making stories for Instagram, etc.).

Must Haves:

High School Diploma or equivalent

Must be at least 18 years of age

3+ years of experience in customer service and retail. A passion and appreciation for artisan designed and made goods.

Upbeat, optimistic, passionate, friendly and authentic

Proactive and solution-oriented – thinks outside the box and contributes to the overall environment and performance of the store.

Extraordinary guest interaction, organizational and time management skills

Strong problem solving and decision-making skills. Ability to resolve and remedy guest questions, concerns, and challenges

General computer knowledge. Ability to accurately and confidently process sales in the POS and payment terminal and performing checks and balances throughout the day

Ability to communicate effectively with customers and employees.

Ability to receive feedback and take action when appropriate.

Ability to maneuver around sales floor and stockroom.

**Additional:**

Interest in social media

Content creation for Instagram and TikTok

**Physical job requirements:**

Stand/move

Job Types: Part-time, Contract

Pay: \$16.00 - \$18.00 USD/hour

**Location:**

115 W Central Ave, Bentonville, AR 72712

**Website + Social Media:** brikabentonville.com Instagram: brika\_bentonville