

THE SOCIAL SOCIETY



SOCIAL SOCIETY JOBS

INTRODUCTION TO JOINING THE TEAM

The Social Society will soon be the brightest, most colorful + fun shop in Nocatee, FL. Seri Kertzner, owner and founder of the Social Society, is a long time Party Pro with an established events styling business in New York City and now, a female-owned and operated small business, committed to providing our customers with carefully curated solutions for all of your hosting needs whether it's for special occasions or festive holidays. As a member of our team, your role is crucial in ensuring that our customers have an exceptional experience. We highly value creativity and a genuine passion for all celebrations, so feel free to share your best ideas with us and let's get this party started....

STORE OPERATIONS + MANAGER

We are seeking a vibrant, outgoing individual to manage The Social Society Boutique. The Social Society store manager will assume the role of leading a team of Sales Associates to assist customers in their shopping needs and ensuring this team provides exceptional service and handles customer questions and comments with grace. They will be skilled in creating a festive atmosphere that inspires customers to party and have fun.

RESPONSIBILITIES:

- Leadership: Lead, train and assist employees like Sales Representatives and Retail Store Clerks in customer service, store maintenance and product promotions
- Organization: Develop and maintain a schedule for employees and create promotions centered on holiday sales and other cycles
- Marketing and Sales: Seek ways to better promote the store, the product line and service within the store from learning the customer's needs and listening to their requests and feedback
- Inventory Management: Work closely with the inventory manager to maintain proper inventory levels, ensure stocking and help to maximize efficiency in meeting sales goals
- Cost Efficiency: Manage all controllable costs with a view to maintain profitability
- Attention to Detail: Ensure the store remains clean and presentable at all times
- Lead by example: Embody the values and spirit of the party shop culture in your actions and interactions with both customers and employees
- Foster a positive environment: Encourage creativity, enthusiasm, and inclusivity among staff to enhance the party shop atmosphere
- Provide training and support: Educate employees about the importance of maintaining The Social Society culture and provide them with the necessary tools and resources to embody it. Additionally, train staff as needed to ensure adequate personnel is on hand to provide outstanding customer service and maintain productivity at all times
- Celebrate achievements: Recognize and reward individuals or teams who contribute to fostering The Social Society culture through their efforts and accomplishments
- Promote community involvement: Engage with the local community through events, sponsorships, or partnerships that reflect the fun and festive nature of the party shop culture

REQUIREMENTS:

- Bachelor's Degree required
- Outstanding organizational, multitasking, and problem-solving skills
- Great customer service skills
- Experience leading a team of 5 or more individuals
- Understanding of organizational sales, promotions, and trends
- Passion for delighting customers with user-friendly, intuitive conversations to create beautiful shopping experiences
- Proficient computer knowledge and Shopify experience are strongly preferred
- Ability to learn our product catalog and the industry
- Excellent verbal communication skills
- Solutions-oriented work ethic and positive mindset
- Attention to detail and aesthetic presentation

APPLY

Please send your resume and cover letter by clicking the "apply" button or via email directly to Leigh at party@thesocialsociety.com and be sure to include your full name and desired job title in the subject.

FULL AND PART TIME SALES ASSOCIATES

The Social Society is currently seeking full (and part time) store associates to join our vibrant team. As a Sales Associate at our party shop, you'll be at the heart of creating unforgettable celebrations for our customers. From balloons to banners, gifts to celebration essentials, your enthusiasm and expertise will guide our customers in bringing their party visions to life. Join us in spreading joy, laughter, and a sprinkle of confetti!

RESPONSIBILITIES

- Welcome, greet and interact with customers as they enter the store
- Assist with the day to day store operations by waiting on customers and assisting them with the selection of merchandise
- Foster brand loyalty among local customers to strengthen The Social Society's brand presence
- Handle and fulfill orders placed in-store and completing sales transactions
- Display and organize products in the store for the customers to locate easily, this includes restocking the store throughout the day
- Assist with labeling and receiving newly arrived merchandise at the store
- Assist with the balloon bar to inflate/blow-up any in-store or online balloon orders
- Keep up-to-date on store merchandise and products
- Provide resources to customers interested in different services offered by The Social Society (i.e. event planning, balloon installation, online orders)
- Supervise customer activity to enhance in-store security and prevent losses
- Store maintenance: emptying trash, basic cleaning inside and outside the store

REQUIREMENTS

- High school diploma, or the equivalent
- Strong organizational skills and meticulous attention to detail
- Problem-solving, conflict resolution and organizational skills
- A quick learner and very adaptable
- Be extremely dedicated to customer service and support
- Strong interpersonal skills
- Ability to perform a variety of clerical duties as needed to support the operations of the location
- Ability to work independently
- Ability to learn and become proficient in The Social Society store and operational systems (ie. Shopify, Cricut)

APPLY

Please send your resume and cover letter by clicking the "apply" button or via email directly to Leigh at party@thesocialsociety.com and be sure to include your full name and desired job title in the subject.

SOCIAL MEDIA SPECIALIST

The Social Society is seeking a Social Media Specialist to join our team. As a Social Media Specialist, you will play a key role in developing and executing social media strategies to enhance brand awareness, engage with our target audience, and drive traffic and sales both online and in-store. You will be responsible for creating compelling and aesthetic content, managing social media accounts, attending in-store events, partnering with local influencers, analyzing performance metrics, and staying up-to-date with industry trends to ensure our social media presence remains competitive and innovative.

RESPONSIBILITIES

- **Content Creation:** Develop engaging and creative content for social media platforms including Instagram, Facebook, Twitter, TikTok, and Pinterest. This includes images, videos, graphics, and written posts that align with the brand's voice and identity
- **Social Media Management:** Manage and monitor all social media accounts, including scheduling posts, responding to comments and messages in a timely manor, and engaging with followers to foster a sense of community and drive customer loyalty
- **Campaign Development:** Plan and execute social media campaigns and promotions to support marketing initiatives, product launches, sales events, and other key milestones, ensuring cohesive messaging across all channels
- **Community Engagement:** Proactively engage with customers and followers by responding to inquiries, comments, and reviews in a timely and professional manner, and actively participate in relevant conversations to increase brand visibility and reputation
- **Analytics and Reporting:** Track, analyze, and report on key performance metrics such as reach, engagement, conversion rates, and ROI to measure the effectiveness of social media efforts and identify areas for optimization and improvement
- **Stay Updated on Trends:** Stay abreast of emerging trends, best practices, and new technologies in social media marketing, retail, and e-commerce to recommend innovative strategies and tactics that will keep the brand ahead of the curve
- **Collaboration:** Work closely with cross-functional teams including marketing, e-commerce, merchandising, and creative to align social media efforts with overall business objectives and ensure consistency in messaging and branding

REQUIREMENTS

- Bachelor's degree in Marketing, Communications, Business, or related field
- Proven experience working in social media management, preferably in the retail industry
- Strong understanding of social media platforms, trends, and best practices
- Excellent written and verbal communication skills
- Creative mindset with the ability to generate innovative ideas for content and campaigns
- Analytical skills with the ability to interpret data and derive actionable insights
- Proficiency in social media management tools and analytics platforms
- Ability to work independently as well as collaboratively in a fast-paced environment
- Flexibility to adapt to changing priorities and deadlines
- Passion for retail and staying connected with consumer behavior and preferences

APPLY

Please send your resume and cover letter by clicking the "apply" button or via email directly to Leigh at party@thesocialsociety.com and be sure to include your full name and desired job title in the subject.