



## **SALES ASSOCIATE**

**(PART TIME/WEEKEND) 10-20 hours per week**

**London**

**At They Made This we pride ourselves on giving our customers a unique and excellent experience when buying art. We work hard, support each other and have fun. Our ethos 'Art for everyone' is woven through everything we do.**

The Sales Associate is an ambassador for They Made This and offers exceptional customer service, great product knowledge in a positive inclusive manner.

We celebrate difference and welcome people from all walks of life. We look for team members with new ideas and life experiences that will help build the business and enhance our culture.

This role is managed by the store General Manager and works alongside other team members based in our stores. This is a flexible contract, meaning you will have a fixed number of hours per week across a variety of days and shifts. Your rota will be agreed and communicated to you in advance by your line manager.

### **DUTIES AND RESPONSIBILITIES**

Included in your role you will-

- ensure all customers have a unique visiting and buying experience and be helpful regarding their queries and needs
- have an active role in selling artworks and advising customers. You will be able to talk confidently about the artwork and share information about the artists and artworks

- do your best to make the shop look its best and shelves and displays are clean and tidy and artworks are labeled correctly
- participate in all training opportunities provided and contribute positively to team sessions
- look after stock and ensure all prints, frames and other products are displayed/packaged and protected from being damaged
- adhere to all operational practices and procedures, i.e. help with stock deliveries, health and safety standards, stock takes and replenishment
- help clean the shop and put rubbish out
- process payments through Shopify (our website and POS system)
- carefully package artworks for customers
- help with processing online orders and post office drops
- maintain a positive communication style with the founders, staff members, artists, customers and affiliate businesses
- understand the creative processes associated with the artworks we sell (screen printing, collage, fine art giclee printing etc) and be able to explain this to customers
- understanding the styles of artwork we sell and relevant terminology (typography, graphic art, collage, editions, printing techniques etc)
- understand our frames and be able to advise and make recommendations to customers. How/where they are made, eco credentials, how to frame, mount and hang artwork
- be familiar with all areas of They Made This and understand our back story, our other stores, exhibitions and projects

## ABOUT YOU AND US

You are-

- spirited with high energy
- a self motivated, hard working team player
- friendly with the ability to talk naturally with customers
- passionate about art, graphic art and interiors
- reliable and flexible with working hours
- IT literate and have good written communication skills
- happy to listen to 80s and disco all day at work

At They Made This we...

- offer full training, both initially on the job and ongoing development sessions
- dont require retail or gallery experience, your personality and interests are what counts
- go on art themed staff away days
- offer great staff discounts
- pay you for a lunch break
- are a young, growing company with big plans and there an many opportunities for career development

Please email us at the following address with your CV and a cover letter explaining a bit about yourself and why you'd like to work with us.

**[el@theymadethis.co.uk](mailto:el@theymadethis.co.uk)**