



# WANTED: STORE STAFF

## What are we lookin' for?

We've got a rad flagship retail store in the heart of San Francisco, and we're looking for outgoing, knowledgeable staff to help us run it. This ain't your typical retail job because this ain't your typical retail store. It's way dooper.

## Who are we?

We are Peak Design. We're a carry brand. We make products that keep your gear organized, protected, and accessible, so you are free to adventure, commute, and create. We pride ourselves in creating true utility through elegant, thoughtful design. We started back in 2011 and now our team is 36 people strong. We're a member of 1% For The Planet and The Conservation Alliance. There's plenty more we have to say about who we are and what we care about...check out the Explore tab on [our website](#) for more.

## Who are you?

Well, there's a couple of no-brainers. We're looking for a traveler, photographer, videographer (professional or hobbyist) who can talk shop with other creatives and understand their needs. If you're not already an expert user of PD gear, you'll need to quickly develop that knowledge base. You are also located in the Bay Area.

You're on the hook for making our store a friendly, inviting place. We think that means that you're gregarious, passionate, and creative. Maybe you're outdoorsy and adventurous too. You love to host, educate, and enthrall others. You also love to listen. You've been known to put yourself out there in the community...go to Meetups, join clubs, and make connections...and perhaps you've already got some sweet ideas for how we can make our store a better community resource. We're all ears.

Our store is a physical incarnation of the Peak Design brand, and you'll need to be a dedicated steward of that space. That means you've got an attention to detail and an eye for aesthetics. You're good at arranging furniture in a room, art on a wall, and bric-a-brac on a shelf. You're one of those people who needs all the stuff on their desk to be at right angles, and your toothpaste tube is probably free of gunk in the cap.

## The Job

Our flagship store will be a space where our community can explore our gear, mingle with our team, and learn what makes PD tick. It will also be a community hub...a warm, welcoming place for creative, adventurous folks to meet, seek help, get inspiration, collaborate, learn, share, and (more often than not) party.

Our store staff act as hosts, guides, and instructors. As host, you'll welcome visitors into the space and help them explore our gear and brand. You'll share stories, ask questions, and make folks feel right at home. As guide, you'll learn their specific needs and advise them on the best solution and steer them to the correct gear for the job. As instructor, you'll seek



out moments to teach and inspire. You'll also have the opportunity to create, plan, and facilitate events that enrich and inspire the communities that PD is part of.

#### Retail & Front End Stuff:

- Greet and determine the needs of every customer that walks through the door.
- Know every product inside and out and be able to explain its multiple uses.
- Handle product returns, warranty claims and concerns impressively. We stand behind every product for the life of it and take pride in friendly, no hassle returns and lifetime warranties.
- Handle product support issues, both in-person and on the phone. Our store will be a place where existing customers are encouraged to seek product help.
- Operate our simple POS system.
- Be the ears on the ground. Internalize customer feedback and regularly present it to the design, marketing, and customer service teams so we may all better serve our customers.
- Be an individual. Be creative. We welcome your input and will support your role in your greater community. If you have ideas about how to make the Flagship Store more inviting, inclusive, and dynamic, we welcome them.

#### Community Management & Events:

- We host weekly and monthly community events, both in-store and potentially outside of store. Supporting hands are always needed.
- Brainstorm, design, and execute new events.
- Help grow our customer base by adding customers to our email list.

#### Merchandising and Back End Stuff:

- Maintain an immaculate environment in the store. Leave no strap dangling, no hangtag askew, no bag off-kilter. If you're looking for an outlet for obsessive-compulsive tendencies, this is it.
- Keep the floor fully stocked at all times. Make sure what is on the floor is neatly assembled and hung properly.
- Creatively design and update product displays and store layout on a monthly, or even weekly basis.
- Maintain a clean and well-organized stock area.
- Run stock takes and other inventory management operations.

#### Physical Requirements:

- Be able to be on your feet for 8 hours.
- Ability to safely lift boxes up to 55 lbs.
- Ability to work the occasional evening.

## The Comp

Peak Design offers competitive retail salaries that honor your talents and professional



experience. We offer part-time/weekend/weekday hours and will try to accommodate your schedule as a creative. We want you to pursue your other interests and be excited about coming to work too. We care that you care, and that you work diligently. But we also care about you living your best life. The whole purpose of our company is to create happy, fulfilling lives for those who work here.

Interested? Go to [peakdesign.com/careers](https://peakdesign.com/careers) and click the **APPLY TO WORK WITH US** button. Fill out the form. Give us your best. We'll be in touch! Let's party.