

# CATTYWAMPUS CRAFTS SALES ASSOCIATE

## JOB DESCRIPTION:

Cattywampus Crafts is an inspiring creative environment for makers and lovers of handcrafted goods. We believe in nurturing everyone's creative spirit and welcome makers of all abilities - from the novice to the expert. Our crew members are part of this incredible community and share in the enthusiasm of beautiful, all natural materials, and living a creatively expressed life. The primary responsibility of the Cattywampus Sales Associate is to exhibit a passion for making and offer support and genuine interest in other's creative expression and style through excellent customer service and sales. Your efforts to go above and beyond to make our customers feel wonderful is an essential part of the Cattywampus experience and should come naturally to you. The Catty Crew works together to reach sales goals.

## REQUIREMENTS:

- Able to assist customers with knit projects and issues including selecting yarn for projects, calculating yarn substitutions, assessing and correcting customer's knit problems.
- Ability to assist customers with sewing and crochet projects is appreciated but not required.
- Continually able to reach overhead, bend, squat, kneel, and carry product, necessary for customer service, inventory re-stocking, and store merchandising.
- Able to regularly perform store maintenance items: sweep, empty trash, clean countertops.
- Able to stand/walk for extended periods of time, necessary to provide sales floor coverage related to customer service.
- Familiarity and expertise with basic Mac computer operations.
- Must be available to work weekends and holidays.

## RESPONSIBILITIES:

*Other responsibilities will include (but are not limited to) the following:*

### Customer Service

As a representative of Cattywampus Crafts you will be expected to be a supportive, interested, and respectful member of the Cattywampus community and communicate positively regarding store products, fellow crew members, and company strategies. We want everyone who interacts with Cattywampus to feel welcomed, appreciated, and inspired. It will be your job to acknowledge each customer, maintain a clean and well-merchandised environment, and be familiar with our store's products so that you can meet our customer's needs. A crucial aspect of excellent customer service at Cattywampus Crafts is that you be willing and able to assist customers with their knit projects. Crew members are expected to make special efforts to achieve sales goals with enthusiasm.

### Store Operations

- Establish and maintain a solid understanding of the POS system in order to efficiently process customer and store transactions. Training will be provided.
- Maintain store environment by performing light cleaning and organizing tasks.
- Protect company assets by following all loss prevention procedures.
- Maintain an open and positive relationship with Cattywampus crew.
- Dress in a stylish, put-together manner wearing Cattywampus goods as much as possible.
- Attend Catty Crew staff meetings once a month.

### Salesmanship

- Maintain product knowledge of current inventory to make sales.
- Achieve monthly sales goals.
- Process orders over the phone and online as well as in-store.
- Engage in customer outreach through email, phone, and text.

## TO APPLY:

Send a statement of interest and personal experience along with a PDF of your resume to the Cattywampus store administrator Joelle at [joelle@cattywampuscrafts.com](mailto:joelle@cattywampuscrafts.com). We will review all applicants and contact you for an interview.