

WILD HAND

PART-TIME SALES + LEARNING ASSOCIATE // JOB DESCRIPTION

WHAT'S WILD HAND?

We are a fiber art supply shop opening in April 2019 in Mt. Airy (Philadelphia) and online. We're currently on the lookout for Sales + Learning Associate(s) to join our tiny, kind, creative team.

At WILD HAND we believe in daydreaming, tinkering, and taking the time to make something with your hands. Our community explores, plans, learns, and creates in different ways and we make space that celebrates these differences.

We carefully select high quality, thoughtfully produced supplies for knitting, crochet, macrame, frame weaving, hand embroidery (and more to come). We focus on working with companies that consider the people, animals, and land needed for production. We also offer workshops and gatherings for all ages.

RESPONSIBILITIES

SKILL SHARING + CUSTOMER SERVICE

- Embrace our customer community, making them feel acknowledged, respected, and inspired with every interaction. The WILD HAND team is passionate about the fiber arts, knowledge exchange (teaching and learning), and nurturing the creative expression of others.
- Technical support for all stages of customer projects - from selecting yarn and tools for a project to advising on pattern reading, techniques, and fixing mistakes.
- Advanced knitting skills are a must. Intermediate skills in some or all of the other fiber arts we supply (crochet, macrame, frame weaving, hand embroidery) is ideal. We are a learning space, so the expectation is that the Sales + Learning Associate(s) will also participate in learning and growing their skills and we will support that journey.

- Build a deep understanding of our brands and specific product qualities so as to support customers in making product selections.
- Exquisite attention to detail and ability to maintain warmth and empathy while being pulled in many directions.
- Respond to customer service needs in person, by phone, and through email.

SPACE MANAGEMENT

- Keeping the shop neat, stocked, and styled to meet the brand and customer needs. This includes managing inventory as well as light cleaning and maintenance of the space - organizing, vacuuming, trash removal, and restroom cleaning. We will have a cleaning service to supplement the day-to-day tidying.
- Comfort with reaching, bending, squatting, and carrying inventory within the store and from the basement to the main floor. If this is a barrier, please let us know. We're interested in finding the right person(s) for the job and can work to make adjustments for a variety of abilities.
- With support from WILD HAND owner (Liz) and building owner, coordinate contractors/crew for unexpected space maintenance and security related issues as they may arise.

TECHNOLOGY + ADMINISTRATION

- Solid understanding of the WILD HAND POS system in order to efficiently process orders both in-store and from online sales. Training provided.
- Assistance with inventory management procedures - processing new inventory, creating barcodes, etc. Training provided.
- General filing and organization.
- Packaging online orders for shipment.
- If interested, support as needed for social media strategy and implementation.

THE WILD HAND WAY

At WILD HAND we care most about using our resources to inspire, build community, and bring joy to the folks who work and make with us.

The Sales + Learning Associate(s) lead with empathy and openness. At WILD HAND we strive to create a space that is authentically and relentlessly welcoming and meets learners where they are regardless of age, skill, interest, and background.

We strive to make decisions about the products we carry, the policies we create, and the space we make that do not perpetuate systems of oppression and appropriation, and we're interested in working with folks that feel the same way.

HOURS + PAY

We will be hiring 1-2 Sales + Learning Associate(s) to help in the shop.

- 10-15 hours/week/associate.
- Weekday afternoons and early evening (shared between associates).
- Weekends 11AM-5PM (shared between associates).
- Occasional evenings for workshops/events.

This is a part-time W2 salaried position based on an hourly rate of \$12-\$15/hour depending on experience. We are unable to offer benefits at this time. There's opportunity to grow in the role and with WILD HAND.

APPLYING

Please send along a cover note, two professional references with contact information, and images (or link to instagram/ravelry) of relevant projects you've recently completed to liz@wild-hand.com by February 15th. WILD HAND is an Equal Opportunity Employer and does not discriminate on the basis of race, age, creed, gender, or sexual identity.