



## **SewEndipitous Shop Associate - Rock Hill, SC**

**HOURS:** Varied Part-time

**SCHEDULE:** Varied Schedule

**JOB SUMMARY:** The main role of the Shop Associate is to deliver outstanding customer service to all shop visitors. This involves assisting with product inquiries, fabric cutting, processing sales using the POS system, and maintaining a clean and inviting shop environment. All duties are centered on creating a positive and enjoyable experience for every customer.

**ESSENTIAL FUNCTIONS:**

- Greeting all customers promptly with a warm and friendly “Welcome to SewEndipitous!”
- Engage with customers and address any inquiries they might have.
- Offer input about specials, promotions, classes and events.
- Cut fabric and assist customers in finding treasures to complete their project.
- Ring up sales and accept payments, balance POS at the end of day closing.
- Bag up purchases.
- Graciously thank the customer for coming to the shop.
- Perform daily cleaning tasks to uphold a tidy and fresh ambiance in the store.
- Provide directions and key information about our town, restaurants, shops, and area attractions.
- Restock product and assist with merchandising as directed.
- Weekend shifts required
- Other duties as assigned.

**MINIMUM QUALIFICATIONS AT ENTRY:**

**Education/Experience:**

- High School Diploma or GED,
- Previous experience in customer service or retail environment.
- Sewing and Quilting Background (preferred)



**Competency Expectations:**

- Demonstrate strong interpersonal skills for effective interaction with the public
- Strong orientation towards customer service and service delivery
- Excellent oral and written communication skills
- Proficiency in math and technology
- Ability to work collaboratively in a team
- Capacity to take the initiative, offer solutions, and achieve results

**Physical Requirements:**

- Primarily standing with frequent walking, bending, stooping, kneeling, and reaching
- Repetitive use of hands, wrist, and fingers while operating a keyboard and cutting fabric
- Lifting to up to 25 pounds regularly and up to 40 pounds occasionally

SewEndipitous provides equal employment opportunities to all employees and applicants and prohibits discrimination and harassment of any kind based on race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.