



Mennonite
Quilt Center

Mennonite Quilt Center Sales Clerk – Reedley, CA

Reports to: Mennonite Quilt Center Store Manager

FTE: .25

Location: Reedley, CA

U.S. Grade:

FLSA Status: Non-Exempt

% Travel Required: 0%

All MCC workers are expected to exhibit a commitment to: a personal Christian faith and discipleship; active membership or participation in a Christian church; and nonviolent peacemaking. MCC is an equal opportunity employer, committed to employment equity. MCC values diversity and invites all qualified candidates to apply.

Mennonite Quilt Center (MQC) seeks to be a friendly, caring presence in the community, showing value and respect to all. Practicing and promoting faithful stewardship and care for God's creation and raising funds for MCC are key components to the mission. A key element of this position is the planning and implementation of the MQC events.

Legally authorized to be employed in the U.S. is required.

Job Synopsis:

The Mennonite Quilt Center Sales Clerk collaborates with the Mennonite Quilt Center (MQC) team to operate a successful quilt shop that provides excellent customer service to the MQC target customer base. This position is critical to the overall daily operations of the store functions and directly services the customers who visit the shop. This is a part-time, non-exempt position with up to 19 hours per week.

This position is focused on external audience/customers and is responsible for improving the shopping experience of the customers by providing excellent customer service with the intent of increasing in-store and online profits for the store to be able to meet its missional goal of generating funds to support the work of Mennonite Central Committee.

This position will report directly to the Mennonite Quilt Center Store Manager

Qualifications:

- High school diploma/GED equivalent is required.
- 1-2 years of retail experience and/or work experience with sewing/quilting

- At least one year of cashier or Point of Sale (POS) system experience is preferred
- Strong knowledge of quilting expertise of trends, fabric, and patterns.
- Strong interpersonal skills - willing and able to work with a variety of people; friendly, outgoing, and appreciative of volunteers
- Good collaborative skills and the ability to work with volunteers, Mennonite Quilt Center staff and manager.
- Specialized long-arm quilting experience is preferred
- Flexible schedule and able to work varying hours, Saturdays and some holidays
- Self-motivated and organized
- Excellent customer service with a customer-centric approach
- Bilingual (English/Spanish) preferred

MCC offers of employment are subject to a successful criminal background check(s).

Initiative and Ingenuity:

This position works as part of Mennonite Quilt Center staff team and under the direction of the Mennonite Quilt Center Store Manager. Works in a collaborative team setting – requiring sound customer service judgement and the ability to make improvements in serving customers and working with volunteers. Must be able to complete projects with minimal supervision and ability to juggle multiple projects while being flexible to adjust to urgent customer needs as they come up.

Supervision:

Occasionally oversees 1 to 2 volunteers during their shift when the Mennonite Quilt Center Store Manager is not present.

Mental/Physical/Visual Demand:

Involves continuous physically activity and attention to detail– standing, walking, light cleaning, fabric cutting, and lifting fabric bolts. Must be able to lift 25 pounds regularly. Ability to follow a task list and focus on standard retail/sewing tasks, which includes cutting the correct amount of fabric and counting change back to customers.

Communication/Interpersonal Skills:

This position requires strong interpersonal skills to perform excellent customer service. Quilting expertise of current quilting/sewing trends to assist customers. This is an external facing position with direct customer and occasional quilt vendor contacts.

Major Responsibilities:

- 100% - Quilt Store sales and customer service

Tasks:

- Under the direction of the MQC store manager, provides support and customer service to customers.

- Knowledge of quilting, fabric design, textiles, and quilting trends to assist shoppers with quilting needs.
- Adheres to the best practices for the store, new ideas of efficiency, and safety.
- Assist with all aspects of selling merchandise – including knowledge of all promotions for the shop, inventory of fabrics, shop layout, displays and signage, including window and special features.
- Assembles quilting/sewing kits for the shop.
- Participates in the annual shop inventory of fabrics.
- Restock fabric and notions
- Light cleaning and dusting of the store counters and displays
- Leads Quilt Museum tours for customers, community visitors, and/or school visits.
- Responsible for the opening and closing of the Quilt Center, including balancing the cash drawer at the end of the shift.
- Maintain store policies for Quilt Center staff and volunteers.
- Assist in coordination of MQC events and represent MQC at Quilting retreats and events.
- Other duties as assigned