



SALES ASSOCIATE, full time & part time

RICK RACK Textiles is hiring Sales Associates to join our team to spread the sewing joy and assist the public with selecting fabrics, patterns, notions, and classes. Our associates are responsible for providing excellent customer service and for helping our retail and studio space run smoothly.

RICK RACK welcomes and encourages members of the BIPOC, LGBTQ2+, Indigenous, or other traditionally marginalized communities to apply. The initial rate of pay for this position is \$15/hr for up to 40 hours of work per week, with perks such as flexible scheduling, free classes, product discounts, and additional perks at our sister store, STASH.

We are looking for associates who will be available to work weekdays, weekends, and occasional evenings.

Please submit your cover letter and resume to: Victoria Hedin, General Manager, at orders@rickracktextiles.com. Email is the best method to submit your resume. The deadline to apply is Sunday, May 8th at 9pm.

Key Skills for the position:

- Must have intermediate knowledge of garment sewing
- Familiar with current trends in indie pattern design
- Strong written and oral communication skills
- Must be patient and a good listener
- Knowledge of embroidery, quilting, & hand sewing are an asset
- Must be a team player and enjoy social interaction
- Previous retail experience is a bonus

- Previous experience with Shopify is a bonus
- Ability to multitask and maintain a sense of calm during busy times
- Self-starter; work with limited supervision

Duties:

- Providing excellent customer service
- Offering assistance with pattern selection and fabric pairings
- Cutting fabric and haberdashery to measure
- Answering phone and email inquiries
- Processing payments and refunds using a POS system
- Assisting with Shopify/ e-commerce order fulfillment
- Assisting with social media posts during retail shifts
- Booking workshops & processing services online & in person
- Maintaining a clean and tidy shop with daily duties
- Assisting with merchandising & restocking
- Processing print job requests from customers
- Completing opening and/or closing duties

About RICK RACK Textiles:

RICK RACK Textiles is Calgary's largest garment-focused sewing supply store, offering a great selection of fabrics, patterns, notions, and accessories for sewists. RICK RACK also offers workshops, pattern printing services, machine servicing, and scissor sharpening. We are a growing retail business with a strong brick-and-mortar presence as well as an ecommerce division. Our team is a mix of casual, part-time, and full time employees. For more information about RICK RACK textiles, please visit www.rickracktextiles.com.