Piedmont Craftsmen Gallery Assistant (Part-Time Permanent)

Position Summary

Gallery Assistants at Piedmont Craftsmen are key staff positions ensuring the achievement of the goals and success of Piedmont Craftsmen's Gallery. Though this position prioritizes customer service and retail assistance, like all staff at Piedmont Craftsmen, the Gallery Assistants wear many hats. Responsibilities combine customer service and retail; some art handling and gallery preparation; assistance with social media; and help during events such as exhibition openings and Piedmont Craftsmen's Annual Fair; and other additional help as needed. Gallery Assistants report directly to the Gallery Director and work closely with other gallery and administrative staff.

This is a part-time hourly position starting at 10-15 hours, with additional hours as needed for special events. Gallery Assistants are required to work 2 regular weekdays during regular shop hours and rotating Saturdays. Gallery Assistants are also expected to have availability to work occasional special events such as openings and artist talks; be available to work during the annual Crafts Fair in November the weekend before Thanksgiving: as well as additional December Holiday shopping hours. Compensation starts at $11.00 to $12.00 per hour depending on experience. Preferred competencies listed below. We are willing to train the right candidate.

Position Responsibilities:

General Shop

- Open and Close Gallery with proper protocol.
- Maintain Gallery appearance including light cleaning and straightening as needed; and maintain orderliness of stock room and sales desk area.
- Ensure sales area is stocked with packaging and gift-wrapping materials, supplies, artist information cards, and brochures.
- Process sales in POS, package and/or gift-wrap sold work.
- Assist with merchandizing displays.
- Protect works of art from theft, vandalism, and accidental damage.

Customer Service

- Provide a personable, friendly, welcoming environment and assist customers on the floor.
- Gallery Assistants are expected to become knowledgeable about basic history and general information about Piedmont Craftsmen, guild artists and their work, exhibitions, general event information, and general information about exhibiting and supporting membership. Assistants are expected to answer visitor and customer questions regarding this information or help find these answers.
- Answer customer inquiries and process sales over the phone or email and following up when necessary.
- Facilitate Gallery walk-throughs with clients either in-person or virtually, when needed.

Inventory, Art Handling, & Gallery Preparation

- Replace / restock any sold items so that there are no "holes" on the shelves.
- Check inventory for proper sales tags and replace as needed.
- Assist Gallery Director with inventory management

- Unpack, record, price and tag new inventory.
- Report damaged Inventory to Gallery Director, remove damaged work if on sales floor.
- Prepare paperwork and pack artwork for shipping to both customers and artists.
- Assist with light Gallery prep before exhibitions, which may include patching and painting walls and pedestals, moving and hanging artwork, lighting adjustments, etc.
- Assist Gallery Director with moving and hanging artwork in off-site exhibits.
- Assist with event set-up when needed.

Social Media & Photography (We are willing to train in these areas)

- Photograph & edit images for online shop and social media channels if needed
- Create content and posts about merchandise and in gallery and exhibits if needed

Competencies

General

- Minimum of 1-year related experience with significant responsibilities at a college, university, museum, retail store, or gallery is a plus.
- Commitment to the mission and goals of the Piedmont Craftsmen.
- Emotional maturity, trustworthiness, self-confidence, and a sense of humor (always helps).
- Demonstrated ability to work successfully in a small team setting with a consensus-building model.
- Ability to handle cash and make basic calculations.
- Knowledge of and passion for the arts, and in particular crafts is a plus.
- Sales skills are a plus. Experience working in art galleries, cultural institutions, interior design, fashion, or other high end retail markets a plus, but not required.

Organizational Skills

- Finely tuned time/task management skills.
- Flexibility to work effectively and efficiently with others.
- A self-starter with the ability to organize tasks with an outlook for deadlines.

Communications

- Demonstrated verbal and written communication skills as well as organizational skills.
- The ability to follow written and verbal directions.
- Respectful, possessing high integrity and trustworthiness; displaying the highest levels of professionalism at all times.
- The employee must be fluent in English. Speaking a second language is a plus.

Technical Skills

- Knowledge of the QuickBooks Point of Sale, is a plus, but not required.
- Basic computer and email skills.
- Skill in these areas are preferred, but not required: digital and/or iPhone photography, photo editing, & editing software- especially Photoshop, (Lightroom & Canva are a plus).
- Skill using Instagram. Other social media platforms preferred but not required.
- Ability to use small hand tools preferred.

Business Skills

- Proven ability to work with diverse groups of individuals
- A problem-solver familiar with the complexities of a nonprofit educational organization is a plus.

Physical Demands

- This position demands and requires the employee to walk, bend, stoop, reach above their head, have use of fine and gross motor skills, and work in close quarters.
- The employee must have normal visual acuity at near and far distance with correction and hear the spoken word with correction.
- The employee must be fluent in English and a second language is a plus.
- While performing the duties of this job, the employee is regularly required to sit and to work at a computer, and sometimes to climb ladders and handle artwork.
- The employee is frequently required to use hands to handle or touch objects, tools, or displays.
- The employee must be willing/able to move heavy display equipment, objects or boxes.
- The employee will be required to occasionally work long days (10+ hours) during fundraisers, Gallery Hops and the annual Craftsmen Fair, and may need to stand for long periods of time.
- This position may require travel at times and the ability to drive a car and have a valid driver's license.

Non-Discrimination Statement and Policy

Piedmont Craftsmen, Inc. is committed to being an equal opportunity employer. Please visit https://piedmontcraftsmen.org/about/our-mission/ to read our full Diversity Statement.

Application Procedure

E-mail cover letter, résumé and two professional reference names with contact information to: Mr. Chris Asuncion-Haynes, Gallery Director, Piedmont Craftsmen, Inc. craftshop@piedmontcraftsmen.org. Please include **Gallery Assistant** in the title of the email. Or applicants may mail or drop off application materials to 601 North Trade Street, Winston-Salem, NC 27101 during regular business hours. ***No phone calls please***.

Deadline: Open until filled.

About Piedmont Craftsmen

Piedmont Craftsmen, Inc. is a non-profit (501-c-3) education and arts organization that is dedicated to the promotion of fine traditional and contemporary craft/arts through a wide variety of educational and membership activities and services for the benefit of the community. Since its inception in Winston-Salem in 1963, this guild of craft makers and craft collectors/appreciators has grown to become one of the most respected visual arts organizations in the U.S. Piedmont Craftsmen has five key programs: Education in the schools and community; the Gallery and Shop that features and sells the work of approximately 185 different craft artists at any given time; the annual Piedmont Craftsmen's Fair that is a showcase and retail market for our exhibiting members fine crafts; Exhibitions are presented each year to present new work of the artists; and Membership. **Visit https://piedmontcraftsmen.org for more information.**