

POSITION SUMMARY

Piedmont Craftsmen **Gallery Assistants** are key staff positions ensuring the achievement of the goals & success of Piedmont Craftsmen's Gallery. Though this position prioritizes customer service & retail assistance, like all staff at Piedmont Craftsmen, the Gallery Assistants wear many hats. Responsibilities combine customer service & retail; some art handling & gallery preparation; assistance with social media; & help during events such as exhibition openings & 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 & 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 & 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 & Close Gallery with proper protocol.
- Maintain Gallery appearance including light cleaning & straightening as needed; maintain orderliness of stock room & sales desk area.
- Ensure sales area is stocked with packaging and gift-wrapping materials, supplies, artist information cards, & brochures. Assist with merchandizing displays.
- Process sales in POS, package and/or gift-wrap sold work.
- Protect works of art from theft, vandalism, and accidental damage.

Customer Service

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

Inventory, Art Handling, & Gallery Preparation

- Assist Gallery Director with inventory management. Replace/restock any sold items so that there are no “holes” on the shelves. Check inventory for proper sales tags & replace as needed. Unpack, record, price & 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 & painting walls and pedestals, moving and hanging artwork, lighting adjustments, etc.
- Assist Gallery Director with moving & hanging artwork in off-site exhibits.
- Assist with event set-up when needed.

Social Media & Photography

- Photograph & edit images for online shop & social media if needed
- Create content & posts about work available in the Gallery

KEY 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, & 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 & make basic calculations.
- Knowledge of & passion for the arts, & 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 & efficiently with others.
- A self-starter with the ability to organize tasks with an outlook for deadlines.

Communication

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

Technical Skills

- Knowledge of QuickBooks Point of Sale, is a plus, but not required.
- Basic computer & email skills.
- Skill in the following areas preferred, but not required: digital and/or iPhone photography, photo editing, & editing software- especially Photoshop, (Lightroom, InDesign & Canva are a plus), Instagram & other social media platforms.
- 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 & requires the employee to walk, bend, stoop, reach above their head, have use of fine and gross motor skills, & work in close quarters.
- The employee must have normal visual acuity at near & far distance with correction, & hear the spoken word with correction.
- While performing the duties of this job, the employee is regularly required to sit & to work at a computer, & sometimes to climb ladders & 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 & the annual Craftsmen Fair, & may need to stand for long periods of time.
- This position may require travel at times & the ability to drive a car & have a valid driver's license.

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. at **info@piedmontcraftsmen.org** . Please include the words **"Gallery Assistant"** in the title of the email. Applicants may also mail or drop off application materials to the Gallery at 601 North Trade Street, Winston-Salem, NC 27101 during regular business hours.

***No phone calls please.**

****Deadline:** Open until filled.

Statement on Improving Diversity:

*Piedmont Craftsmen is devoted to representing artists, staff & board members from all backgrounds, including all sexual and gender orientations and all racial, ethnic, and cultural identities. **Since 2018, the organization has been seeking to improve the demographic***

health and diversity within our structure at every level, as specified in a detailed and thorough DEI Implementation Plan approved by our Board of Directors, and available at your request.

As such, we strongly wish to appeal to people from any or all backgrounds to consider applying. As the guild continues our work to improve the way we champion and serve the rich and diverse world of craft artists and professionals working in the arts, we can assure that the presence of these people goes beyond representation, but creates an authenticity to our mission of being the Nation's finest fine arts guild. For questions or more information, please contact our Director of Development at [***development@piedmontcraftsmen.org***](mailto:development@piedmontcraftsmen.org)