

# CUSTOMER EXPERIENCE ASSOCIATE

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## DESCRIPTION & REQUIREMENTS

### Who We Are

Sew This is a creative sewing center located in Abita Springs, Louisiana. We have a variety of Bernina Machines on display for you, the sewing enthusiast, to test drive at your convenience.

We have a very knowledgeable staff that can assist you in all of your sewing needs. Whether it be answering a simple question or problems with your machine.

We have a total of over 100 years of sewing ability between our Professional Long Arm Quilter and our teaching staff at Sew This.

### Job Summary

The Customer Experience Associate is responsible for ensuring all customers receive a quality in-store experience. They do this by providing technical product education that articulates the value of our product and brand to meet the unique needs of each customer.

### Core Responsibilities of the Job

1. Continuously assess the level of customer connection and technical product education, ensuring every single customer receives technical product education and assisting the customers when needed (e.g., when other team members are unavailable).
2. Conduct preparation activities to ensure in-store readiness for customer and ensure the operational excellence of the store is maintained throughout shift (e.g., organizing fabric, bathroom cleaning, vacuuming, etc.).
3. Contribute to a respectful and inclusive team by establishing supportive working relationships and engaging with team members, creating a creative, fun, and productive environment.



## Schedule/Availability

- The work schedule can vary based on the shop needs.
- Shop hours are Tuesday - Friday 9:30am - 4:00pm and Saturdays 9:30pm - 3:00pm.
- In addition, during special events (e.g., Shop Hop) or other circumstances, the schedule may include early mornings or late nights.

## Experience

- Preferred experience in sewing, quilting, embroidery, fabric, notions, and other creative aspects.
- **Knowledge of BERNINA machines, a plus!**
- Preferred some retail experience and using a Point of Sale System (POS).

## What We Look For

- **Creativity:** Ability to offer suggestions on fabrics combinations for sewing and quilt projects.
- **Inclusion & Diversity:** Supports an inclusive environment that values/celebrates differences.
- **Customer Experience:** Providing guidance and assistance to customers, helping them select fabrics, patterns, and other items tailored to their projects. Creating a welcoming and comfortable store environment where customers feel encouraged to explore, ask questions, and seek experience without feeling rushed or pressured.
- **Collaboration and Teamwork:** Willingness to work closely with customers to understand their needs and preferences. Works productively with and supports other associates.

## Work Context (e.g., environment & physical)

- Work involves standing and moving through the shop with bright lights.
- May occasionally involve moving machines and boxes weighing up to 30 lbs.

You can apply for this position by completing the following link:

<https://forms.gle/ETm6udvpJkVXRGhr7>

