



GALLERY SALES ASSOCIATE - JOB DESCRIPTION

OVERVIEW OF SILVERWAVES JEWELRY

Bayfield, Wisconsin's 2014 Festival of the Arts "Best of Show" winner Lissa Flemming opened Silverwaves Jewelry LLC, an art gallery and working studio in the Spring of 2016. On display you will find her work, alongside a few select artists who are inspired by Lake Superior. A biologist turned metalsmith and 18-year resident of Baja, Mexico, Lissa has been living in Bayfield, Wisconsin for 26 years. Her unique perspective and travels, fuel organic jewelry designs which masterfully incorporate the majestic beauty of Lake Superior and the natural world.

"I finally found where I should be: hand forging jewelry next to the Lake I respect and love. It took some time, but every adventure, sorrow, joy, moonrise, cup of tea, workshop, etc. has brought me to where I am and is reflected in my jewelry designs. I am inspired by Lake Superior and its waves and ripples; the trees moving in the breeze and the pebbles along the shore. Setting native stones from around the Lake with organic sterling frames is my passion: Lake Superior Agate, Mohawkite, Thomsonite, Greenstone, Basalt, and so many others. I also use stones from all over the globe including Larimar, Bumblebee Jasper and so many more. "

Be sure to check out the photo of Lissa's mom, Lettie, hanging next to her bench. Lettie's kindness, creativity and soul lives on through Lissa and her work.

Learn more about Silverwaves Jewelry LLC and see video and images of the gallery and Lissa's work by visiting silverwaves.net.

THE POSITION

Silverwaves Jewelry LLC is seeking a gallery sales associate for the working gallery and studio. The position is summer seasonal May – October, full or part time with part-time hours possible the rest of the year. Excellent communication, creativity, organization and flexibility as well as the ability to laugh are the most important requirements of this job.

HOURS

- Estimated 25-40 hours per week (spread over five days each week) May – October. Full or part-time summer seasonal. Willing to work with your schedule.
- Reduced hours (to be determined) November – April.
- A semi-regular schedule with consistent days off, as applicable to the position.
- Working hours to generally be within the 9 am – 6 pm timeframe, though some evening hours may be required.

PURPOSE OF THE ROLE

The Silverwaves Jewelry LLC gallery sales associate is responsible for all things customer service, jewelry, display and appearance in the gallery according to Silverwaves Jewelry LLC standards.

Duties of the Sales Associate position include but are not limited to:

- Gallery operations:
 - Maintain the gallery in a clean and orderly appearance (straighten display, restock displays, create window displays, change displays to keep interest, show creativity in display creation),
 - Participate in ongoing cleaning, dusting straightening of all gallery displays and cases,

- Assist with taking photos of all jewelry for inventory, website and social media purposes.
- Workshop / teaching space operations:
 - Assist with workshop set up/ tear down and clean-up,
 - Assist the caterer with set-up and necessary day-of preparations.
- Overall duties:
 - Demonstrate brilliant (!) customer service,
 - Consistently greet customers,
 - Demonstrate knowledge about various stones, their origin and make-up, and properties,
 - Be familiar with gallery inventory, stones and associated stone information and stories, to provide customers with best product knowledge and enrich their gallery experience,
 - Recommend, select and help locate or obtain merchandise based on customer needs and desires
 - Foster repeat business by building relationships with customers,
 - Efficiently and accurately process sales transactions using the Square POS register system and adhere to checkout standards
 - Resolve customer issues through aligning to the core values of trust, integrity and respect
 - Assist with garden maintenance and outdoor and indoor plants,
 - Assist with seasonal caretaking of outdoor spaces (mostly shoveling and salting entryways),
 - Check and respond to all phone and email communications in a professional manner,
 - Support the gallery's theft awareness and prevention policies,
 - Efficiently complete tasks or special projects assigned by store manager or owner

REQUIRED QUALIFICATIONS

- High school degree. Or Undergraduate-level degree, or higher (preferred).
- Excellent customer service skills and experience.
- Outgoing, upbeat and engaging personality.
- Willingness to cooperate and collaborate with other employees, respecting their roles and experience with a spirit of common good.
- Knowledge of (or strong willingness to learn) various stone types and origins, specifically Lake Superior stones.
- Attention to detail and willingness to go above and beyond in all aspects of the business.
- Ability to manage time efficiently.
- Outstanding communication skills.
- Work well while unsupervised; independent nature with team spirit.
- Ability to lift at least 25 pounds, stand, bend, lift, and squat for extended periods of time, and to climb multiple flights of stairs each day.
- Willingness to work hard day in and day out, taking pride in one's work.
- Maintain a professional appearance and positively represent the business at all times.
- Follow all guidelines in the Silverwaves Jewelry LLC employee handbook and assist with development of and adherence to all checklists, policies, and procedures related to the job and those being supervised.
- Understand and adhere to the Silverwaves Jewelry LLC confidentiality policy.

BENEFITS

- A stipend for insurance is available with proof of insurance coverage expenditures after 1 year of employment.
- 20% discount on all items in gallery. One-of-a-kind pieces excluded.
- Free workshops if taught by owner, assuming does not interfere with schedule- materials fee charged for metalsmithing classes. Discounts on workshops taught by visiting instructors.

DETAILS

- Retail associate pay rate is \$12 - \$15/hour, based on experience.
- A bonus structure is available to employees who reach or exceed all goals. Quarterly review meetings (specific dates to be determined) will be used to assess performance.

Key measurables

- Consistent work schedule.
- Demonstration of customer service capabilities.
- Respect for colleagues and ability to work as a team.

Silverwaves Jewelry LLC is an equal opportunity employer. Silverwaves Jewelry LLC does not discriminate based on age, race, ethnicity, national origin, religion, gender, sexual orientation, disability, medical history, and other non-merit characteristics.

Interested parties should email a resume and letter of intent to info@silverwaves.net. No phone calls please.