

The Stitch N Print Store was established in 2014 and is currently operating in New York City and Florida with new locations scheduled to open in 2022.

What we do:

We offer schools and businesses custom uniforms by imprinting a logo and/or artwork onto the client's items of choice, such as Shirts, Pants, Hats, Water Bottles, Bags, etc. We do this through various imprint methods such as screen printing, embroidery, and heat transfers.

Our Mission and Values:

With each location we open, we enter a community with the purpose to make each neighborhood better. We seek to occupy a location that has been vacant for several years and bring value to that street. We do this also by providing jobs to local community members who have the desire to lead and make an impact on their community. The Stitch N Print Store provides convenience to the local consumers by offering a simple way to order uniforms for their schools and businesses. We must always be honest and keep the process simple and easy.

Who we are looking for:

Are you a decorator or crafter, a leader in your local community? Are you looking for a long-term career in apparel decorating? If you're comfortable with going into the local community to speak with the manager of the local coffee shop, pizzeria, and big box store to drive sales then you are the super star we are looking for. This position requires someone who will live and breathe every moment of apparel decorating. You will be speaking with managers and owners daily earning their business.

We are looking for a result-driven retail Sales Associate to be responsible for all sales job duties, from generating leads to closing sales. Sales Associate duties and responsibilities include working closely with customers to determine their needs, answer their questions about our products and recommend the right solutions. You should be able to promptly resolve customer complaints and ensure maximum client satisfaction. To be successful as a Sales associate, you should stay up-to-date with product features and maintain our store's visual appearance in high standards. Ultimately, the duties of a sales associate are to achieve excellent customer service, while consistently meeting the store's sales goals.

Customer Care Job Description:

We are seeking a professional, enthusiastic, and reliable candidate with a lot of positive energy to work with our customers online and instore to drive sales and provide amicable customer service. Here are a few characteristics we are seeking:

- Need to be an expert in your field and retain knowledge of products being sold

- Drive Sales and advise customers
- Able to communicate with customers and follow up in a timely manner.
- Be a leader in the community
- Must be organized, have great time management skills
- Work well and stay calm under pressure and tight deadlines
- Have patience with customers as this process can be foreign to most consumers
- Candidate must possess an entrepreneurial spirit, be a self-motivator and a deal closer.
- Punctual, ready, and willing to work in a team environment.
- Able to multitask in different aspects of the business during very busy days.

Tasks and responsibilities:

- Incoming and outgoing sales phone calls
- Taking customer's order
- Taking payments
- Preparing art proofs with art team.
- Request artwork approval from customers
- Schedule orders with the production team
- Ensure high levels of customer satisfaction through excellent sales service
- Assess customers needs and provide assistance and information on product features
- Welcome customers to the store and answer their queries
- Follow and achieve department's sales goals on a monthly, quarterly and yearly basis
- "Go the extra mile" to drive sales
- Maintain in-stock and presentable condition assigned areas
- Actively seek out customers in store
- Remain knowledgeable on products offered and discuss available options
- Process POS (point of sale) purchases
- Cross sell products
- Handle returns of merchandise
- Team up with co-workers to ensure proper customer service
- Build productive trust relationships with customers
- Comply with inventory control procedures
- Suggest ways to improve sales (e.g. planning marketing activities, changing the store's design)

Skills

- Proven work experience as a Retail Sales associate, Sales representative or similar role
- Basic understanding of sales principles and customer service practices
- Proficiency in English
- Basic Math skills
- Working knowledge of customer and market dynamics and requirements

- Track record of over-achieving sales quota
- Hands-on experience with POS transactions
- Familiarity with inventory procedures
- Solid communication and interpersonal skills
- A friendly and energetic personality with customer service focus
- Ability to perform under pressure and address complaints in a timely manner
- Availability to work flexible shifts
- High school degree; BS degree in Marketing or related field would be a plus

Compensation and Perks:

- Compensation based on experience
- Position comes with 2 weeks of paid training.
- Union Package after 3 months
- Discount on Apparel
- Free Company Uniform
- 40 Hours per week Monday through Friday.

If you are interested in learning more about how you can join this fast growing company, please reply with your resume and cover letter telling us why you are the best candidate for the open position. Please include the hourly wage you are seeking.