

## **Job Opening:**

### **Part Time Sales Associate/Administrative Assistant**

#### **Role Summary:**

Resonance Violins seeks a talented, enthusiastic, and self-motivated individual as a sales associate and administrative assistant. In this position you will be the first face to greet customers at our family-owned business. You will facilitate sales of string instruments and accessories, process rentals and repairs, and assist in the day-to-day operations of the shop.

#### **Job Responsibilities and Duties:**

- Greet customers on arrival at the shop and assist as needed.
- Answer phone calls and respond to customer emails.
- Use expert knowledge to assist customers with the purchase of instruments, bows and accessories.
- Assist with rentals: Set up new rentals, determine appropriate size instrument, perform a final check of instruments prior to rental, process exchanges and returns, answer questions regarding rental policies, help clean rentals as they are returned to the shop.
- Tune instruments for rentals, sales and customers.
- Coordinate with partnered schools for instrument deliveries, pickups and other requests as needed.
- Develop in-depth knowledge of our point-of-sale software/rental database, scheduling software and website.
- Update Excel worksheets for instrument reservations.
- Process incoming repairs and act as a liaison between luthiers and customers.
- Assist in keeping the shelves stocked and with the overall organization and upkeep of the shop.
- Other duties as assigned.

#### **Job Requirements:**

- Ability to address needs/concerns of customers in a friendly and professional manner
- Proficiency with one or more instrument, string instrument(s) preferred.
- Familiarity with Microsoft Office and general comfort with computers.
- Previous customer service experience is preferred but not required.
- Availability to work during shop business hours, including Saturdays.

Interested candidates should inquire at [info@resonanceviolins.com](mailto:info@resonanceviolins.com)