



### **Part-time Customer Service Associate - Job Summary**

**The Furnace: a glassworks** is a professional glassblowing studio in Lakewood, Colorado that crafts one-of-a-kind sculptural pieces as well as production lines of functional and decorative art glass for sale to galleries and retail partners throughout the United States. In addition, the studio teaches glassblowing classes and workshops to the general public.

The Customer Service Associate supports our work by providing excellent customer service in the front of the studio and pitching in on basic administrative and stock-keeping tasks.

**Schedule:** Part-time, 6-8 hours per week, usually on Saturday; additional hours for special events are possible. Work will be performed at 11354 W. 13<sup>th</sup> Ave in Lakewood.

### **Responsibilities and Duties**

Customer Service Associate responsibilities include:

- Greet and orient visitors to the studio
- Check in students for classes
- Answer visitor questions, comments, complaints, and inquiries
- Answer the phone and offer friendly assistance for customer queries and class bookings
- Demonstrate product knowledge to assist customers in selections and to promote sales
- Process accurate retail sales
- Ensure public spaces are presentable and organized
- Tag and organize stock
- Organize and replenish display areas in the front of the studio
- Maintain visually appealing displays
- Assist with product inventories as directed
- Assist with shipping and handling of customer and class items as needed
- Data entry related to classes and mailing-list sign up

### **Qualifications and Skills**

- High school diploma or GED required; some college preferred
- Positive manner and helpful demeanor
- Professionalism on the phone and in person
- Data entry experience a plus
- Prior experience with retail sales
- Must be able to take direction and work independently as well as part of a team
- Must be able to carry 20# up/down a flight of stairs
- Flexible availability to work weekends and some evenings as needed

To apply for this job, please submit a resume and cover letter to [employment@furnaceglassworks.com](mailto:employment@furnaceglassworks.com). **No phone calls or walk-ins please.**