

Pittsburgh Ballet Theatre Merchandising/Sales Associate

Position Objective

Pittsburgh Ballet Theatre is looking for a motivated individual with experience in a retail sales environment to assist the Merchandising Manager with Boutique operations at key performances during the upcoming season. Experience with marketing promotions, merchandise sales, buying, and e-commerce is preferable. This position will report to the Merchandising Manager as well as the Director of Marketing & Communications.

Job Responsibilities

- Assist patrons wishing to purchase merchandise at the theaters
- Set-up and display of Boutique items before and during performances
- Overseeing the set-up, sales, and breakdown of displays at performances which the Merchandising Manager cannot attend
- Researching products for upcoming season shows, special events, and gifts
- Marketing communications
- Creation of merchandise and vendor descriptions when needed
- Managing physical inventory and merchandising at Pittsburgh Ballet Theatre
- Managing web shop product assortment and updating electronic and physical inventories
- Load-in and load-out of product and display pieces at the theater
- Handling of occasional customer service inquiries & web inquiries
- Contacting customers with any issues
- Maintain communication between vendors
- Order fulfillment
- Create signage and price sheets
- Helping coordinate volunteers prior to the performance weekend to determine
- Training volunteers on sales transactions and cash flow accountability
- Calculating financial transactions and gathering data used to create sales and item reports
- Assist in the brainstorming of potential new merchandise based on customer feedback and high sale items

Qualifications

Prior experience in a retail setting a must. Flexibility with schedule and availability on both weeknights and weekends is absolutely necessary. Customer service skills also a must.

Other Requirements

- Strong interpersonal skills
- Strong budgeting and organizational skills
- Ability to manage multiple priorities
- Excellent communication skills
- Regular and reliable attendance
- Proficiency in Microsoft Office
- Knowledge of iPad and apps, specifically Square
- Self-motivated and creative
- Ability to multi-task in a fast paced environment
- Problem solving abilities

Physical Requirements

Physical requirements include lifting of boxes and materials (20 lb limit), writing, typing, talking on the phone, walking, standing, and sitting.

Equipment Operation Requirements

Operation requirements include the ability to drive an automobile, work on a computer, and operate and speak on a telephone.

This description does not create a contract or guarantee regarding any term or condition of duties. PBT reserves the right to change, modify, amend or enhance the duties in response to operational, fiscal and/or departmental demands.

Compensation between \$10-\$12/hour and commensurate with experience.

Interested candidates should send a cover letter and resume to Kristen Urban at boutique@pittsburghballet.org. No phone calls please.