



Studio Assistant (Hourly, Part-time)

Job Summary:

This position contributes to Bisque It's success by assisting the studio team with smooth studio operations; by providing prompt friendly service, maintaining a clean comfortable environment and creating a fun, rewarding Bisque It experience for the customers.

Key Responsibilities include but are not limited to the following:

- Communicate clearly & accurately with studio staff and customers.
- Contribute to a positive team environment and openly, pro-actively discuss any concerns or opportunities for improvement with the studio owners.
- Demonstrate enthusiasm, studio/pottery knowledge (or the willingness to learn it), integrity, and honesty that promote the culture and values of Bisque it.
- Maintain calm composure during high volume periods or unusual circumstances; continue to run the studio to standard during these times.
- Set a positive example and develop positive relationships at all times with other Bisque it staff.
- Develop positive relationships with customers, engage them in conversation, actively work to understand customer needs and assist with any activity or service offered in the studio; do so with the highest respect for the customer and a willingness to provide *legendary customer service* at all times. With the same motivation and principles, develop an understanding of the community within which our customers and the studio are located.
- Evaluate the studio environment for cues at all times to pro-actively anticipate customer and studio needs and address those needs promptly and courteously.
- Maintain reliable and consistent attendance and punctuality.
- Support the studio owners in implementing/executing programs, procedures, and promotions necessary to meet Bisque It objectives.
- Follow Bisque it operational policies and procedures for cash handling (if applicable), safety, security, cleanliness and customer service at all times.
- Maintain cleanliness and organization within the studio at all times so that colleagues and staff can locate resources as needed with consistency, efficiency and reliability.

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(Studio Assistant (Hourly, Part-time) cont'd)

Required Skills & Abilities:

- Ability to deliver customer service that meets or exceeds customer expectations
- Ability to use mature discretion in providing customer service
- Effective oral communication skills
- Knowledge of the retail environment
- Strong interpersonal skills
- Strong problem-solving skills
- Ability to work as part of a team & demonstrate Team-building skills
- Ability to work in a fast-paced and ever-changing environment

Assets:

- Retail experience.
- Customer service experience in a retail environment.
- Experience in directing the work of others.
- Experience working with children.
- Exposure, training, work experience and/or practice in any artistic environment involving painting or a variety of creative crafts.

Education:

- High school completion
- College or University experience an asset



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