

## **Bird In Hand Consignment Shop**

Is a delightful non-profit consignment shop in the heart of Chestnut Hill, Pennsylvania. Staffed by a volunteer board, proceeds of the Bird are distributed to other non-profit organizations in the community for both physical improvements and social needs. It's the perfect place to search for small furniture items, art, collectibles, china, crystal, silver, and more.

**\*Looking for a career that combines your passion for beautiful items, strong work ethic, and creative drive?**

### **Customer Service Assistant**

We seek an energetic, creative customer service assistant who loves working with people. If you are team oriented, self-motivated, with an eye for home décor and furnishings we are looking for you.

### **Schedule Requirements:**

Part time position, with a week including Tuesday through Saturday. Work hours are 10:00 am to 5:00 pm

### **Responsibilities and Duties:**

The Customer Service Assistant will oversee retail and consignment operations ensuring high standards and customer satisfaction are met on a daily basis.

The Customer Service Assistant will work closely with the Executive Director regarding company policies, procedures, marketing, as well as overseeing the shop. This position is to be done on-site in Chestnut Hill, Pennsylvania.

## **General Responsibilities:**

- Develop and maintain relationships with consignors and customers
- Maintain the orderliness of displays, ensuring that the shop is clean, shoppable, and safe
- Reliably and accurately perform all shop opening and closing procedures
- Collaborate and communicate well with shop staff
- Check company email, voicemail and other communications daily and respond promptly
- Maintain weekly staff schedule
- Oversee the professional development of staff
- Implement company policies and procedures
- Assist and manage shop operations, customers and other team members
- Assist with consignment appointments

## **Sales:**

- Answer questions about merchandise and the consignment process
- Escort customers to appropriate merchandise around the store and help customers make selections
- Process payments accurately using POS system

## **Consignment:**

- Select items for consignment based on condition, style, and salability
- Value and price items appropriately based on brand, condition, style, and salability
- Consult with team members and perform online research in order to price appropriately

- Input items in consignment software system and tag all items accurately
- Merchandise and maintain displays of consigned items
- Provide support to consignors by checking inventory, running reports, and performing consignor payouts as needed

### **Technology:**

- Navigate between our inventory, POS, and calendar software
- Post images of merchandise on the internet
- Enter data in inventory program with accuracy and speed
- Perform online research on multiple website, including Google, Ebay, etc.

### **Qualifications and Skills**

- Two years management/supervision experience
- Excellent customer service
- Excellent project management, organizational, and communication skills with fine attention to detail
- Proficiency in MS Office software products and Google Suite products
- Ability to learn new software applications and online tools
- Ability to adapt quickly to changing priorities in a fast-paced environment
- Ability to accept and offer helpful advice
- Willingness to modify behavior
- Retail company/brand/fashion experience a plus

## **Salary**

- Commensurate with experience

## **Application Process**

- Submit a letter of interest and resume to  
Bird in Hand Consignment

[birdinhandconsignmentshop@gmail.com](mailto:birdinhandconsignmentshop@gmail.com)