

# The Nifty Knitter

## Employee Coordinator

**Reports to:** Benjamin Bentler    Owner

### **Summary of Position:**

This person is responsible for the efficient management and productivity of The Nifty Knitter store. This person is accountable for maintaining staff training and relations as well as keeping an up-to-date class schedule. The candidate must be able to problem solve and work independently while also keeping the owner abreast of situations that need extra attention amongst employees. Polite and cheerful attitude is important amongst coworkers and customers. This position works very closely with all other coordinators and the owner to make sure that appropriate tasks are handed out to employees to keep the shop running smoothly. A friendly personality to keep the happy-go-lucky atmosphere amongst employees and customers is critical.

### **Duties include (but are not limited to):**

- Excellence in selling and customer service skills
- Displaying strong leadership skills and able to positively collaborate to solve problems
- Being competent in many aspects of work done by each employee and training on new skills that will help to evenly distribute work amongst employees based on skillsets the individual has shown
- Completing weekly schedules in a timely fashion
- Creating quarterly class schedules and coordinating with employees to create timeframes that work for them to teach in.
- Being involved in the hiring process as well as training new employees
- Availability to help answer questions through text or calls throughout the week from employees

### **Experience Required**

- Customer Service (preferably in a retail store)
- Excellent organization skills

### **Experience Preferred**

- Comfortable using Ravelry, Squareup, and Squarespace (or willing to train)
- Familiarity with Apple computer products

The Nifty Knitter has a very strong background and belief in creating a happy-go-lucky work environment. It's a space where all are welcome and has zero tolerance on discrimination of any kind. Every person working with our small business has a forward-thinking, can-do attitude no matter what the situation.