

Sales & Customer Service Representative

Location: Summerville, South Carolina

Employment Type: Full-time/Part-time

Compensation: \$14-\$20 + commission

Position Overview:

Sew Suite is seeking a friendly, detail-oriented Sales & Customer Service Representative to join our team. This role is ideal for someone passionate about sewing, quilting, and embroidery who enjoys helping customers find the perfect products and services to enhance their craft. The ideal candidate will be proactive, organized, and comfortable in a retail environment. Interested in joining our team? Apply today and help our customers bring their creative projects to life!

Key Responsibilities

Customer Service & Sales

- Greet customers within the first 30 seconds of arrival; establish rapport through friendly conversation.
- Provide knowledgeable assistance based on customer needs, including sewing machines, classes, and accessories.
- Actively promote upcoming classes and encourage sign-ups.
- Handle transactions, including cash, check, card, and financing payments.
- Assist with cutting fabric, preparing scraps per store policy, and organizing materials.
- Provide basic troubleshooting support for sewing machines and process repair/service requests.

Machine Demonstrations

- Ensure all machines are set up, powered on, and ready for demonstration.
- Learn and demonstrate key features of each sewing machine model, customizing the presentation based on customer needs.
- Create sample projects showcasing machine features for customer engagement.
- Educate customers on brand differences and benefits of purchasing from [Company Name].
- Write quotes and assist customers in making informed purchasing decisions.

Store Operations & Merchandising

- Arrive 15 minutes before opening to prepare the studio (temperature control, signage, cleanliness).
- Receive shipments, price and label merchandise, and stock inventory appropriately.
- Maintain a clean and organized store, including daily sweeping, dusting, and general upkeep.
- Update customer email lists and enter relevant data into the POS system.

Workshops & Events

- Teach or assist with sewing and embroidery classes as assigned.
- Prepare kits for sales and class participants.
- Support events, including possible travel for shows and special demonstrations.

Closing Responsibilities

- Secure cash register and reconcile transactions.
- Reset studio work and class areas for the next day.
- Adjust heat/AC as necessary.

Minimum Qualifications

- Strong attention to detail and accuracy in transactions.
- Friendly, customer-focused attitude with excellent communication skills.
- Ability to lift and carry boxes or merchandise (team assistance available for heavy items).
- Punctual and reliable; able to work independently and as part of a team.
- Proficiency in Microsoft Word/Publisher and POS systems (training provided).
- Ability to multitask in a fast-paced retail environment.
- Previous sewing, quilting, or embroidery experience preferred but not required—willingness to learn is a must!

Work Environment:

- Part-time: 24-30 hours per week | Full-time: 30-40 hours per week.
- Must be available at least 2 Saturdays per month.
- Flexibility to assist at off-site events and trade shows as needed.
- Shift trades require manager approval.