

White House of Music Job Description: String Specialist – Waukesha store

Job Title:	String Specialist	Incumbent:	Open
FLSA Status:	Non-Exempt	Division/Department	Sales
EEO Code:	Reports to:	Sara Fritchen, Store Manager
Salary Grade/Band:	Negotiable	Last Revision Date:	October 2016

SUMMARY

The String Specialist's primary focus is generating sales for the White House String Shoppe. String Specialists must complete an internal training program in order to be promoted to or hired for this role. String Specialists will assist with general retail floor duties including sales transactions, rental contracts, and stocking, but will also be the primary salesperson on each shift responsible for String Shoppe sales.

White House of Music's retail sales staff is at the forefront of White House of Music's business, working face-to-face, online, or via phone with customers to promote White House of Music's products and services. Successful individuals possess the ability to sell and close sales, superior interpersonal, oral, and written communication skills, a positive attitude, outgoing personality, diligent attention to detail, and a commitment to providing excellent customer service.

PRIMARY RESPONSIBILITIES

- Meet personal sales goals as established by the company
- Educate customers about products and services provided by the String Shoppe
- Generate leads and close sales of orchestral instruments/accessories within the White House String Shoppe
- Assist with general retail floor duties including ringing up transactions, processing contracts, and customer service
- Assist marketing and sales departments in promoting String Shoppe and lead generation
- Provide support for String Shoppe events and sales
- Other special projects as identified or assigned

KNOWLEDGE AND SKILL REQUIREMENTS

- Bachelor's degree or higher in music, music education, or similar field preferred
- Strong knowledge of orchestral string instruments
- Strong knowledge of orchestral music publishers, vendors, makers
- Completion of White House of Music internal string specialist training program
- Confident, outgoing sales personality
- Familiarity with Microsoft Office Suite, Google Docs
- Experience with Wordpress CMS a plus

WORKING CONDITIONS

- Availability and flexibility to accommodate retail store hours; some evenings and rotating weekends required
- Full time, 30+ hours/week
- Occasional travel for trainings and trade shows
- Local travel as required for mandatory meetings or store visits
- Team lifting of up to 200 lbs
- Ability to lift up to 50lbs
- Ability to stand for long periods of time