



All Strings Attached

JOB DESCRIPTION

Title: Music Store Associate (Full-Time)

Location: Golden Valley, MN
Occasional Travel to Stillwater, MN store, school shows and displays, and customer appointments may be required.

Position Summary: Join one of the Twin Cities most reputable string music shops with an opportunity to contribute and grow in the music business! All Strings Attached is seeking individuals with an orchestral strings background (violin/viola/cello/bass) and a passion for string music and education to join our team. We are looking for mature, organized, and motivated individuals to provide retail and customer support at our Golden Valley and Stillwater locations.

In the role of Music Store Associate you will play an important role in our continued success at providing musicians and string families high quality instruments. To be successful in this role you will need string instrument expertise and a consultative approach as you assist customers with sales and rentals (in person, by phone and email). You will prepare, size, and demonstrate instruments for sale and rental, coordinate school outreaches, assist with marketing and social media materials, and support general store operations.

Working with our leadership, store associates and repair shop you will support the vision of All Strings Attached to be the premier provider of violins, violas, cellos, and basses in the Twin Cities.

Essential Duties and Responsibilities:

Provide an extraordinary experience for all customers, always.

50% Direct Customer Service and Sales

- Greet customers and ascertain what each customer wants or needs.
- Recommend, select, and help locate or obtain instruments, bows and accessories based on customer needs and desires.



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- Answer questions regarding the store and its instruments, bows and accessories.
- Demonstrate playing instruments and bows to customers.
- Create estimates and invoices and receive and process payments.
- Exchange instruments, bows and accessories for customers and accept returns.
- Place special orders and/or locate desired items.
- Help customers try out or fit instruments, bows and accessories.
- Provide services under the maintenance/ insurance program such as broken strings, bow re-hairs, etc.
- Estimate and quote trade-in allowances.
- Estimate cost of repairs of instruments and bows.
- Develop relationships with customers, musicians, and teachers.
- Manage appointment calendar and prepare for customer appointments.
- Generate leads and manage an active sales pipeline.
- Arrange for deliveries.

20% Instruments, Bows and Accessory Merchandise preparation

- Prepare instruments for sales, rental, and delivery.
- Check, tune and play instruments and bows.
- Organize rental and sales inventory for the Golden Valley and Stillwater stores.
- Coordinate with the workshop on repair work and store needs.
- Ticket, arrange, and display merchandise to promote sales.
- Inventory, stock and recommend purchase orders for both stores.
- Estimate quantity of instruments, bows and accessories required.
- Watch for and recognize security risks and know how to prevent or handle these situations.
- Manage a schedule and the deadlines for instrument preparation and delivery.
- Receiving instrument returns, polishing, cleaning, and taking off tapes.

15% General and Administrative Tasks

- Perform opening and closing procedures daily.
- Maintain knowledge of current sales and promotions, policies regarding payment and exchanges, and security practices.
- Keep records related to sales, estimates and trial agreements organized.
- Prepare sales invoices, rental contracts, and trial agreements.
- Enter and track customer repairs for the workshop.
- Clean shelves, counters, and tables.

10% All other duties assigned. Occasional travel may be required.



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Qualifications:

- Relevant customer service/retail experience strongly is preferred
- String performance/ teaching experience is preferred
- Orchestral strings background (violin/viola/cello/bass) is preferred
- Strong knowledge and passion for string instruments is preferred
- Bachelors, Masters, or Equivalent Professional Degree is preferred
- Demonstrated strengths with coordinating, planning, and implementing
- Positive attitude, and strong oral and written communication skills
- Valid driver's license

This position is full time. Compensation is competitive commensurate with experience. Benefits include health insurance, paid time off, paid holidays, annual bonus, and store discount.

All Strings Attached is committed to a diverse and inclusive workplace. All Strings Attached is an equal opportunity employer and does not discriminate based on race, national origin, gender, gender identity, sexual orientation, protected veteran status, disability, age, or other legally protected status. For individuals with disabilities who would like to request an accommodation, please contact HR via email HR@allstringsattached.com or by phone at 762-542-9542.

*Interested Candidates Should Submit Questions, Resume, and/or Cover Letter via email to:
HR@allstringsattached.com*