



All Strings Attached

JOB DESCRIPTION

Title: Senior Manager - Music Store Operations (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 an experienced, polished, and professional Senior Manager – Music Store Operations 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 a mature, organized, and motivated individual to provide leadership and manage workflow in retail and customer support at our Golden Valley and Stillwater locations.

In the role of Senior Manager - Music Store Operations you will play an important role in our continued success at providing musicians and string families high quality instruments. You will oversee retail operations of the stores, and create, coordinate, and manage efficient workflows out of our Golden Valley, MN store. You will handle day-to-day staffing, training, and guiding store associates. You will help associates and customers with sales and rentals, and you will respond to customer inquiries and concerns that arise. You will ensure the stores present well, and that instruments are prepared, sized, and ready for sale and rental. You will coordinate workflow with associates in the Golden Valley and Stillwater, MN Stores, be a liaison to the repair shop and other back of store functions, and provide support to all of our associates to ensure smooth and efficient service for our customers. You will participate in school outreaches, assist with marketing and social media materials, and provide guidance on general store operations.

To be successful in this role you will need retail management experience, string instrument expertise and a consultative approach as you assist customers with sales and rentals (in person, by phone and email).



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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.

30% Ensure Efficient Workflows and Positive Customer Relations

- Manage and organize workflow for employees engaged in sales, inventory-taking, reconciling receipts, or in performing services for customers.
- Provide customer service by greeting and assisting customers and responding to customer inquiries and any concerns that may arise.
- Monitor sales activities to ensure that customers receive exceptional service and quality goods.
- Instruct staff on how to handle difficult and complicated customers and sales.
- Assign employees to specific duties.
- Plan and prepare work schedules and keep records of employees' work schedules and timecards.
- Manage a schedule and the deadlines for instrument preparation and delivery.
- Coordinate with the workshop on repair work and store needs.
- Estimate consumer demand and determine the types and amounts of instruments, bows and accessories to be sold.
- Review inventory and sales records to prepare reports for management and budget departments.
- Inventory stock and reorder when inventory drops to a specified level.
- Assist the leadership with communication and implementation of policies, goals, objectives, and procedures for the store.

20% Direct Customer Service

- Generate leads and manage an active sales pipeline.
- Develop relationships with customers, musicians, and teachers.
- Recommend, select, and help locate or obtain instruments, bows and accessories based on customer needs and desires.
- Answer questions regarding the store and its instruments, bows and accessories.
- Demonstrate playing instruments and bows to customers.
- Exchange instruments, bows and accessories for customers and accept returns.



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- Receive instrument returns, polishing, cleaning, and taking off tapes.
- 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.
- Create estimates and invoices and receive and process payments.
- Estimate and quote trade-in allowances.
- Estimate cost of repairs of instruments and bows.
- Manage appointment calendar and prepare for customer appointments.
- Arrange deliveries.

20% Instruments, Bows and Accessory Merchandise preparation

- Perform work activities of subordinates, such as cleaning and organizing shelves and displays and selling merchandise.
- Prepare instruments for sales, rental, and delivery.
- Examine instruments and bows purchased for resale or received for storage to assess their condition.
- Examine instruments, bows and accessories to ensure that they are correctly priced and displayed and they are consistent with advertisements.
- Check, tune and play instruments and bows.
- Organize rental and sales inventory for the Golden Valley and Stillwater, MN stores.
- Estimate quantity of instruments, bows and accessories required.
- Inventory, stock and recommend purchase orders for both stores.

20% General and Administrative Tasks

- Assist company officials to develop methods and procedures to increase sales and promote business.
- Assist leadership in formulating pricing policies for instruments, bows, and accessories, according to profitability requirements.
- Assist leadership with planning and coordinating advertising campaigns, sales promotions, and preparing merchandise displays.
- Assist leadership with hiring, training, and evaluating staff.
- Assist leadership with creating and upholding policies and operating procedures.
- Watch for and recognize security risks and know how to prevent or handle these situations.
- Enforce safety, health, and security rules and uphold guidelines and policies pertaining to Covid-19.
- Perform opening and closing procedures daily.
- Keep records of purchases, sales, and requisitions.



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- Place special orders and/or locate desired items.
- Prepare and keep sales invoices, rental contracts, and trial agreements organized.
- Enter and track customer repairs for the workshop.
- Clean shelves, counters, and tables.

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

Qualifications:

- 3+ Years of relevant customer service/retail supervisory 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***