

Studio Assistant

Join our growing team! Charm Patterns is a creative and dynamic sewing pattern company looking for a smart and energetic Administrative and Production Assistant to join our small but expanding team in our Newburgh, NY, studio. This part-time position (15 hours per week) has a strong focus on shipping, customer service, and day-to-day studio responsibilities (which includes some tasks best suited for an animal lover!).

In this role, you will be interacting with our team as well as the general public. Customer service is a key part of the role, and you should love interacting with new people and ensuring all our customers have a great experience every time they contact us. You will be a crucial part of our community relations, and providing a friendly and reassuring experience for our customers is crucial. While this is a great opportunity for someone early in their career (with at least 1 year of relevant experience), it would be an equally good fit for someone returning to the workforce. The ideal candidate will be self-motivated, detail-oriented, and professional, with a positive attitude toward all.

We value diversity on our team and actively work towards an inclusive culture. The right person will be able to enthusiastically support all of our diverse customers and initiatives, in alignment with the inclusive ideals of the Charm Patterns brand.

Responsibilities

Customer service:

- Provide accurate, timely answers to customer emails and concerns regarding ordering, shipping, tracking, and general customer inquiries.
- Maintain a high level of professionalism and work to establish a positive rapport with every customer.
- Assist customers with PDF downloads, and send customer updates as needed to downloadable files.
- Consult with relevant team members to answer customer questions and queries and communicate concerns when complicated customer service questions arise.

Shipping and Receiving:

- Assemble, pack, label, and ship all orders for Charm Patterns and Patreon subscribers. We have a high order volume at times, so the ability to work under pressure is a necessity.
- Process returns and refunds, while corresponding with customers to assist them with their orders.
- Correspond with shipping carriers as necessary to file claims, track packages, and obtain rate information.

- Take wholesale orders from pattern retailers, create invoices, and ship wholesale orders, while maintaining excellent customer relations with accounts.
- Manage any incoming shipments (including product inventory and studio supplies and materials).
- Oversee temp workers and intern on shipping projects, as needed.

Inventory Management:

- Keep track of product inventory and provide a weekly inventory report.
- Perform constant and ongoing organization of inventory, with an eye towards neatness and improving our systems.
- Monitor inventory levels and place orders for new stock as needed.

Studio Maintenance:

- Organize, order, and keep updated inventory of shipping supplies.
- Organize and tidy studio, sweep, break down boxes, water plants, and take out studio trash daily.
- Provide pet care for our adorable furry friends: studio cat Elvira and chihuahua Hattie. This includes feeding, monitoring kibble inventory, and some afternoon dog walking.
- Run occasional errands and keep studio kitchen stocked as needed.
- Work with other staff to keep studio running.

Photo and Video Shoot Administration:

- Set up studio for photo and video shoots, moving furniture and rearranging studio as necessary.
- Coordinate lunch orders, day-of arrivals, and transportation as needed.

Qualifications

- At least 1 year of administrative or customer service experience
- Absolutely must be ultra-organized, detail-oriented, self-motivated, and a team player.
- Exceptional verbal and written communication skills
- Ability to remain upbeat, professional, and courteous with customers at all times
- Must be able to lift and move very heavy boxes, climb ladders, and stand for long periods of time
- Must have reliable transportation and the ability to run occasional errands
- Accurate data entry and MAC/PC experience required, as well as ability to learn new systems quickly
- Ability to learn new software and systems like WooCommerce, WordPress, Shipstation, and Asana
- Must be able to work in a pet-friendly environment



GRETCHEN HIRSCH

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Compensation and Hours

- This is a part-time hourly position (\$18 per hour)
- Ideal work schedule is three days a week, 5 hours per day (i.e., Monday, Wednesday, and Friday, 12:00-5:00 pm)

To apply, please email your cover letter and resume to careers@charmpatterns.com.