

Job Opportunity: Retail, Marketing & Order Fulfillment Associate

Position Title: Retail, Marketing & Order Fulfillment Associate

Job Type: Full Time

Location: Putney, VT

About Us

At Green Mountain Spinnery, we are passionate about creating high-quality, locally sourced yarns and sustaining a vibrant crafting community. We take pride in our heritage and our collaborative, hands-on team environment.

Position Overview

We are seeking a versatile, energetic, and detail-oriented **Retail, Marketing & Order Fulfillment Associate** to join our team. In this multifaceted role, you will be the face of our retail space, the shipper behind our online orders, and a creative voice in our digital marketing efforts. If you love variety in your workday, enjoy connecting with customers, and have a knack for digital storytelling, we want to hear from you!

Key Responsibilities

- **Retail & Customer Experience:**
 - Greet and assist retail customers with a welcoming attitude and excellent product knowledge.
 - Operate the Point of Sale (POS) system, process transactions accurately, and maintain a tidy shop floor.
 - Answer phone calls and email inquiries regarding products, orders, and services.
- **Order Fulfillment & Logistics:**
 - Pick, pack, and ship online and wholesale orders daily with high accuracy and care.
 - Monitor inventory levels in the shop and restocking from our 2nd floor storage area. Must be able to climb a ladder.

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Qualifications & Skills

- **Customer Support & Sales:** Welcome and assist walk-in customers, handle phone inquiries with warmth, and process retail sales.
- **Pattern Assistance & Troubleshooting:** Act as a go-to resource for our crafting community by confidently answering knitting/crochet pattern questions and offering project guidance.
- **Digital Marketing & Outreach:** Help maintain our online presence by creating engaging content for social media and drafting routine customer newsletters.
- **Web Order Fulfillment:** Use the shop's computer system to retrieve online orders, carefully pick matching stock, and pack/process outgoing shipments accurately.
- **Inventory & Stocking:** Keep shelves beautifully organized and fully stocked, which includes safely climbing a ladder to retrieve inventory from upper storage.
- **Collaborative Teamwork:** Work closely and collaboratively with other team members to keep daily shop operations running smoothly.

Qualifications & Physical Requirements

- Must know how to knit to troubleshoot patterns and assist customers with their projects. (Crochet knowledge is a wonderful bonus!)

Benefits & Perks

- Competitive hourly wage
 - Employee 50% discount on yarn
 - Paid time off / Holiday pay
 - Health/Dental benefits if applicable
 - A creative, supportive, and friendly working environment.
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