

Studio Team Member - Job Description

Reports to: Studio Assistant Manager

Type of Position: Part-time / Hourly (hours will be indicated in a schedule)

Type of Location: On site (270 Lincoln Center, Stockton, CA 95207)

Starting Salary: \$20/hour plus tips

Benefits: 401(k) w/ employer safe harbor match (after eligibility criteria is met)

Additional Perks: Free painting of up to three pottery items per quarter; free company swag (hat, t-shirt, apron, name tag, etc.)

About Us:

Color Me Mine Stockton is a paint it yourself/paint to own pottery studio that is part of a popular international brand and franchise system, but is independently owned by Pear Ridge Holdings Inc (a wife/husband-owned company in San Joaquin County). We sell unpainted pottery, and provide paints and other materials for customers to create unique pieces. We glaze and fire these pieces in our kilns, and customers return 7 days later to retrieve them. We host birthday parties, corporate/group events, youth summer workshops, art and pottery classes and other types of parties! We are a woman, minority and veteran owned business with a goal of contributing to the welfare and betterment of our community through fun and creative pursuits.

Background:

Performs operational tasks related to the efficient maintenance and running of the operations at the studio level. This position is responsible for assisting the Studio Owner/General Manager and Studio Assistant Managers with all the daily studio operations in accordance with the Color Me Mine LLC (the franchisor) and Pear Ridge Holdings Inc. D/B/A Color Me Mine Stockton (the studio owners/franchisees) standards, processes, procedures and culture. The Studio Team Member represents and promotes the Color Me Mine Brand with pride, professionalism, excellent customer service and thorough performance of operational tasks.

Duties & Responsibilities:

- Demonstrates excellent customer service with the 3Ps: polite, professional, and pays attention
- Maintains Color Me Mine product, pricing and painting technique knowledge to identify customers' needs and best assist them
- Handles packing and bagging of customer pieces
- Handles notification and execution of item readiness and pick-up for customers
- Maintains constant cleanliness of the studio to preserve Color Me Mine's Brand image
- Reports defective items to the Studio Owner/Manager or Studio Assistant Managers on shift (burned-out lightbulbs, broken items, etc, ...)
- Answers phone, records and reports message to the Studio Owner/General Manager or Studio Assistant Manager on shift accordingly
- Performs Opening and Closing tasks
- Performs sales transactions

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- Adheres to inventory and FF&E (Furniture, Fixtures and Equipment) count schedules
- Enforces studio rules and policies (to fellow employees and to customers)
- Sets a professional example
- Demonstrates a willingness to learn something new and always works to improve skills
- Embrace the “team” mentality of doing what it takes to get the job done
- Ad-hoc requests as needed

Qualifications:

- Ability to work in a fast paced and high volume environment with emphasis on strong customer service skills
- Must adhere to and enforce all Color Me Mine Stockton/Pear Ridge Holdings Inc. philosophies, policies and procedures
- Must represent Color Me Mine in a friendly and professional manner on the phone and in person
- Ability to remain calm, composed and professional during challenging or stressful situations (especially with customers)
- Must be reliable and dedicated with strong interpersonal skills and work ethic
- Must have strong and well-developed written and verbal communication skills
- Adaptable to software and technology adopted by Color Me Mine

Working Conditions / Physical Requirements:

The Studio Team Member position requires the ability to stand for hours, walk, bend, squat, reach above shoulder, lift boxes or inventory items up to 50 pounds.

Direct Reports:

This position has no direct supervisory responsibilities, but is encouraged to demonstrate excellent peer leadership to fellow Studio Team Members (i.e. set the right professional example).

Additional Employment Requirements (prior to start date):

- Agree to a background check
- Attend on-site training and virtual onboarding courses

Employee Name: _____ Manager Name: _____

Employee Signature: _____ Manager Signature: _____

Date: _____ Date: _____