

John's Awesome Music Store, Inc. dba JAMS Music

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JOB DESCRIPTION

Title:	Musical Instrument Sales Team Member
Scheduled Working Hours:	Part or Full Time, including mornings, evenings, weekends
Compensation:	\$16.50 per hour starting, dependent on experience. Three-month probation period before benefits activate. Bonuses based on performance. Retirement option available for participating employees. 40 hours paid time off shall accumulate after six months after start date.

JAMS Music in Dublin, California is looking to hire an awesome individual to join our Sales Team. They should be a confident player of their primary instrument, and eager to help others who seek out the service and expertise that JAMS Music represents. We want people who enjoy customer service and helping others, passionate about music, and a team player. We take pride in presenting ourselves in a professional manner but have lots of fun working in a fun and creative environment.

If you are...

- Someone who loves to help people.
- Someone of high-character.
- Confident, outgoing, and knowledgeable.
- Energetic, quick learning, and creative.
- Responsible, organized and hard-working.
- Thrive when working around others as part of a team.
- Of strong and confident player in your primary instrument.

We offer...

- A fun and rewarding opportunity helping musicians and other people follow their dreams.
- An exciting atmosphere full of hardworking and dedicated coworkers.
- A space to allow for your creative ideas to contribute to our team success
- Competitive pay and GREAT incentives for the industry.
- A position that truly inspires the lives of other musicians.

Could you be our next superstar!?

JOB DUTIES

Various Job Duties include the following, but are not limited to:

Sales

1. Become educated with brands and products of musical instruments and other related items JAMS Music carries.
2. Greet customers and inquire about their needs.
3. Build rapport with customers and provide honest, professional guidance and support.
4. Help customers make the perfect purchase.
5. Up-sell and add-on items to make sure customers have the products they need to be successful.
6. Receive continuous on-the-job product training, customer service training and coaching with regular evaluation to encourage personal growth.

Operation

1. Operate AIM Point of Sales System
2. Assist customers with Lesson program and sign-up process.
3. Assist customers with Rental program and contract process.
4. Assist customers with Repair Shop instrument basic evaluation, admittance, and invoicing.
5. Check in inventory, stocking and restocking merchandise.
6. Assist in taking store inventory.
7. Perform clerical data entries and administrative organization.
8. Be accountable for company property, cash or equivalent.
9. Assist with preventing shortage.
10. Accurately complete required paperwork.
11. Maintain proper and accurate business records in a confidential manner.
12. Keep store appearance neat and clean; sweeping, dusting, etc...
13. Complete any reasonable additional duties as assigned by your immediate supervisor or other management personnel.
14. Confidently speak to all aspects of JAMS Music with respects to sales, lessons, rentals and repairs.

Job Expectations

1. Provide a high level of customer service that reflects the Mission Statement and Core Values of JAMS Music.
2. Personal conduct should exemplify the highest of standards.
3. Willingness to work with other JAMS Music team members.
4. Be energetic, outgoing, and passionate about music and making customers happy.
5. Be a great listener!
6. Possess excellent verbal and written communication skills.
7. Able to pay close attention to details and thoroughness.
8. Confidently approach and interact with customers.
9. Able to be a self-starter to work independently, and as an active member of a team.
10. Report on time to work.
11. Wear clothes suitable to a retail environment.

Job Qualifications

1. Extensive knowledge of your primary instruments; multiple instruments a plus
2. Preferably one year of retail sales experience in related or similar field
3. Possess an Associates or Bachelor's Degree
4. Basic familiarity computer skills with Microsoft Office, Social Media experience

MISSION STATEMENT

We exist to help people discover their full potential and greatest abilities through the power of music.

CORE VALUES

- *We are here to **SERVE** our customers.*
- *We are part of a **TEAM**, not just workers.*
- *We focus on what we can **CHANGE**, not what we can't.*
- *We take **CARE** and **RESPONSIBILITY** like we own the place.*
- *We **SHARE** successes and failures.*
- *We remain **PRINCIPLED** in the face of fear.*
- *We believe **CHARACTER, INTEGRITY** and **MERIT** matter.*
- *We Impose our **EXPERIENCE**.*

ABOUT JAMS MUSIC

Founded in 2012, JAMS Music is a full-service music store serving musicians of all ages and skills in San Francisco East Bay. We love helping people with their musical dreams and strive to provide an outstanding customer experience.

At JAMS Music, you'll find a knowledgeable and friendly sales staff. We sell quality, name-brand manufactures for guitars, strings, brass, woodwind, keyboards and percussion. Our full-service repair shop works closely with and is the primary repair facility for our local school districts. With ten comfortable lesson studios, JAMS Music routinely hosts over 400 students per week. We also own and maintain brass, woodwind and orchestral instruments in a robust rental program.

We offer our employees a fun and rewarding career helping to make new musicians and competitive pay with great incentives for the industry.

CONTACT INFO

To apply for this position, please send a resume and cover letter to John Kibildis at info@jamsmusicdublin.com.
Job Type: Part-time to start, 5-20+ hours per week depending on availability.

Pay will be commensurate with experience. A retirement planning options with company matching is available to employees after three-month probation period.

Candidate is subject to background check.