

## **Workshift Job Descriptions 2022**

Booth participants are required to do 3 work shifts.

Gallery only participants are required to do 2 work shifts.

**Ambassador** - Welcomes customers, provides assistance and information as needed. Proactively engages customers to ensure they have a pleasant experience. Need to be friendly, positive, and outgoing with broad knowledge of OPA, Ceramic Showcase, and artists.

**Cashier** - Process cash, check, and credit card sales. Remove price tags and affix to tag sheets. Total the tags. Collect cash/checks or run debit/credit card for the appropriate amount. Attend sales training on Thursday afternoon and follow sales procedures.

**Children's Clay** - Assist children and parents in working with clay.

**Customer Service** - Direct & assist customers with pots, fill in for Security, carry packages to Package Pick-Up area, inform customers of designated pickup parking area, fill in at Wrapping and Sales, fill in for no-shows, etc.

**Demonstrations** - Small, relaxed demo setting. Please allow 60 minutes for demo, and 15 min. each side for prep/cleanup.

**Donations** - Build a positive relationship with the public. Greet customers, explain OPA's educational activities, answer questions, and invite donations. Friendly, outgoing personalities a must!

**Gallery Host** - Answer customer's questions, direct customers to artist's booths, make sure the prize-winning pieces don't leave the premises, keep list of sold work and give list to Gallery Stock person, place restock work in gallery, create new gallery cards as needed, and keep the gallery tidy.

**Gallery Stock** - Assist the Gallery Host. Get replacement pieces from artists as work is sold, leave card for booth artists who cannot be found, replace gallery-only work from gallery back stock, and contact Gallery Registrar when all three pieces sell.

**Greeting** - Greet customers, direct those with questions to the Information Booth, count incoming customers with hand-held clicker, record shift attendance totals in notebook at Information Booth, then reset the clicker.

**Holding Table** - Check in pieces to be held. Mark with customer name and time received. Assist customers retrieving their held pieces. Monitor shelves for holds that are "abandoned" and need to be returned to booths.

**Information Booth** - Answer questions, give directions, provide phone numbers (to members only), take messages, use PA system for announcements, invite suggestions and comments, assist Work Shifts Chair during shift changes. Provide broken pots forms and store the remains in the holding area until the end of the show.

**Installation** - Greet customers, answer questions about the installation display and about the Clay in Education program.

**Package Pick-Up** - Receive and hold prepaid packages at the back door. Direct customers entering the back parking lot to the marked parking spaces. Check customer's name, sales receipt, and phone number before releasing packages to customers.

**Security (Front)** - Watch front entry and exit doors, direct customers to correct door, check for red stickers on all pots/bags leaving Showcase, make sure shopping baskets stay at the show, thank patrons politely as they leave, report any security violations to the Security Chair.

**Security (Curtain by Children's Clay)** - Watch curtain entrance between Guild Show and direct people to front entrance for exit.

**Security (Rear)** - Watch back/side door area for unauthorized entry/exit (OK for package pickup & OPA member use only), direct customers with items to purchase to sales tables, monitor Package Pick Up parking, report any unusual occurrences or security violations to the Security Chair.

**Tag Data Entry** - Enter sales tag data using "Access" bookkeeping program. Accuracy important, "Access" knowledge not necessary.

**Tag Runner** - Transport full tag sheets from the Sales table to the Bookkeeping area in a closed container, affix unique number labels to each sheet, copy the tag sheets, check the copies for clarity, and file the copies in notebooks.

**Wrap Stock** - Work in front wrap area, make boxes, restock materials for the wrappers, and carry large purchases to the Package Pickup area.

**Wrapping** - Wrap sold pots, place red sold stickers on bags/boxes, enclose promotional materials, and keep the wrap area clean.

Work Shift Questions? Contact the Work Shifts Chair - Denise Krueger - [dmk482@msn.com](mailto:dmk482@msn.com) 503-575-0742