



All Strings Attached

JOB DESCRIPTION

Title: **School Delivery Manager (Full- Time)**

Location: Golden Valley and Stillwater, MN. Travel to local schools throughout the Twin Cities is required.

Position Summary: Join one of the Twin Cities most reputable string music shops with an opportunity to contribute and grow in the music business! All Strings Attached is seeking an experienced polished professional with an orchestral strings background (violin/viola/cello/bass) and passion for string music and education. We are looking for a mature, organized, and motivated individual to provide outstanding service to our school accounts in and throughout the Twin Cities metropolitan area.

As a School Delivery Manager you will play an important role in our continued success at providing music directors, educators, and string families high quality instruments and customer service. To be successful in this role you will need to establish positive and trusting relationships with school directors and accounts, demonstrate personal ownership to meet and exceed customer expectations, exhibit exceptional ability to organize and track details pertaining to customer deliveries, drive to various schools in and throughout the Twin Cities, and provide expertise on string instruments, accessories and all other store offerings and programs. During non-school seasons or when there is downtime, you will lead efforts to improve the efficiency of back of store operations including ordering, tracking, receiving, and organizing inventory.

Working with our store staff and repair shop you will support the vision of All Strings Attached to be the premier provider of violins, violas, cellos, and basses in the Twin Cities.

Essential Duties and Responsibilities:

Provide an extraordinary experience for all customers, always.

50% School Deliveries and Outreach to Music Directors

- Establish positive and trusting relationships with school directors and accounts.
- Establish positive relationships with school office staff and learn their preferences for how pick up and deliveries of instruments are handled.



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- Call on school directors and accounts weekly and follow up with requests by email, phone, and in person as needed.
- Develop sales leads and promote products for school purchase.
- Schedule deliveries by confirming student name, school, and instrument details.
- Coordinate deliveries and in-store exchanges.
- Track all deliveries on the open delivery sheet accurately.
- Ensure customers understand instructions on where to leave the current instrument, case and bow for pick up and how other exchanges will take place.
- Deliver school and student instrument repairs, accessories, and parts.
- Provide loaner instruments as needed.
- Answer customers' questions about instruments, prices, availability, and uses.
- Estimate or quote prices, credit or contract terms, warranties, and delivery dates.
- Consult with clients after sales or contract signings to resolve problems and to provide ongoing support.
- Monitor market conditions, product innovations, prices, and sales.
- Recommend products to customers, based on customers' needs and interests.
- Answer questions regarding the store and violins, violas, cellos, basses, and accessories.
- Estimate and quote trade-in allowances.
- Follow up with customers and teachers as needed.
- Make weekly deliveries to/from Stillwater and Golden Valley, MN locations.
- Manage school-teacher lists, newsletters, and communications

25% Delivery Preparation

- Prepare and organize all instruments for purchase or rental and place them on the proper area in the delivery room, after reviewing all customer requests.
- Organize rental inventory and forecast store needs.
- Coordinate with the workshop on repair work, store, and delivery needs.
- Manage inventory stock and requisition of new stock.
- Establish or automate a reordering process.
- Organize and clean shelves, counters, and tables.
- Check, tune and play instruments and bows.
- Tape instruments as needed.

25% Other General Duties

- Maintain knowledge of current sales and promotions, policies regarding payment and exchanges, and repairs.
- Manage and receive shipments, enter inventory, stock, etc.



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- Assist with physical inventory and purchase orders.
- Communicate with vendors with purchase orders as needed.
- Assist with instrument, bow, and case returns and the refurbishment process.
- Assist with orchestra program information sessions and sign-up shows as needed.
- Attend music concerts, events, conferences, and workshops as needed.
- Support music education initiatives as needed.
- Recommend and implement new technology products and procedures.
- Recommend new products, procedure improvements, etc.
- Perform all other duties as assigned.

Qualifications:

- Orchestral Strings Background (Violin/Viola/Cello/Bass) is preferred
- Strong Knowledge and Passion for String Instruments is preferred
- Customer Service/ Retail/ Logistics Experience is preferred
- Bachelors, Masters, or Equivalent Professional Degree is preferred
- Demonstrated strengths with organizing, coordinating, planning, and implementing
- Demonstrated traits with being highly motivated, energetic, and versatile
- Demonstrated positive attitude, and strong oral and written communication skills
- Valid Driver's License

This position is full time. Compensation is competitive commensurate with experience. Benefits include health insurance, paid time off, paid holidays, annual bonus, and store discount.

All Strings Attached is committed to a diverse and inclusive workplace. All Strings Attached is an equal opportunity employer and does not discriminate based on race, national origin, gender, gender identity, sexual orientation, protected veteran status, disability, age, or other legally protected status. For individuals with disabilities who would like to request an accommodation, please contact HR via email HR@allstringsattached.com or by phone at 762-542-9542.

***Interested Candidates Should Submit Questions, Resume, and/or Cover Letter via email to:
HR@allstringsattached.com***