

Job Description

Groth Music, a Minnesota family owned and operated business since 1939, is seeking a full-time team member to work in and build up our School Services Department. The purpose of this job is to provide continued exceptional customer service to band, orchestra and choir teachers and students throughout several large school districts in the Twin Cities.

Most of the School Services team member's time will be spent on the road, driving a company vehicle. Extra hours are required in the spring and fall months during our busy instrument rental seasons. Attendance at a few community events and the annual Minnesota Music Educators Association Midwinter Clinic is also expected.

Qualifications

The ideal School Services team member will have a strong background in music, including experience in band, orchestra or choral ensembles. They should have the ability and desire to work with little supervision, and be proactive in generating business for the company. We are looking for an energetic and well-organized individual, with great attention to detail and an excellent driving record.

The ideal School Services team member should possess the following qualities:

- Enthusiasm for meeting with educators and for music education more generally
- Willingness to work with others from different departments and with different backgrounds
- Strong customer service and problem solving skills
- Computer skills such as email, spreadsheets, word processing, point of sale systems
- Professional phone manner
- Strong attention to detail to ensure there is follow through and accuracy with inventory and paperwork
- Ability to work with little or no supervision
- Ability to multi-task
- Conscientious management of customer information and legal documents
- Ability to lift musical instruments (tubas, marimbas, etc.) and bring them to and from a vehicle

Responsibilities include but are not limited to:

- Driving daily to schools on a designated route, interacting with teachers, and taking care of the needs of teachers, students and parents
- Using our point of sale system (AIM) for invoicing, returns, ordering, inventory, viewing customer history, and generating price quotes and bids
- Providing exceptional customer service on the phone, in person, and over the internet
- Assisting with inventory management
- Prepping rental instruments to teacher specifications
- Working closely with our repair department