



ALTERATIONS COORDINATOR:

Our ideal Alterations Coordinator is friendly and outgoing, a quick thinking problem solver with excellent communication skills. The ideal candidate will have a background in alterations and sewing with an eye for detail. They will be knowledgeable about how to tailor a garment to ensure the best fit possible. They will understand the excitement and stress of planning a wedding and create a safe space for customers to express expectations and concerns.

Responsibilities include facilitating open, clear, and regular communication between our seamstresses and customers as well as organize and maintain schedules and work areas. The goal of the Alterations Coordinator is to ensure that customers' realistic expectations are met and that they receive excellent customer service and ultimately leave WE with expert, complete, professional alteration services.

Ensure alteration customers receive high-quality alterations, consistent with our standards and customer expectations, in accordance with a clear and projected schedule. Ensure all alterations policies, procedures, and pricing are followed.

Supervise and communicate the schedules of all seamstresses. In conjunction, assist in organizing the pick-up schedule and garment rack for the STEAM-stress.

Be present during all alteration appointments with the ability to host select alteration appointments without a seamstress present.

Assist alterations department directly or by delegating the following work to the seamstress assistant: sewing (beading/repairs), steaming, pressing and spot cleaning merchandise as needed.

Allocate appointments to seamstresses based on availability, event date proximity, gown style, customer "vibe".

When necessary communicate with sales team about unique fitting details as they pertain to certain gowns or seamstress, to better sell gowns and prepare customers for the alteration process.

Ensure all administrative duties are executed in a timely manner, including but not limited to answering email, appointment rescheduling and follow up, and tracking close-date alterations.

Maintain the cleanliness and organization of the workroom, alteration fitting rooms, steaming area, seamstress racks, and storage areas (gowns, accessories, fabrics). Report needed supplies in a timely manner.

Ability to lift and/or move up to 10 pounds, climb, crouch, reach with arms, bend, twist, and stand.

Schedule is seasonal:

IN SEASON: March - October | Monday - Thursday from 1 p.m. - 9 p.m., Occasional Sat. by appointment

OFF SEASON: November - February | Monday - Thursday by appointment

TO APPLY TO THIS POSITION PLEASE EMAIL YOUR RESUME &
COVER LETTER TO INFO@THEWEDDINGEMBASSY.COM