

## **Joe Z Tailoring at Ziker Cleaners Job Description**

<b>Position Title:</b>	Tailor
<b>Reports to:</b>	Alterations Manager
<b>FLSA Classification:</b>	Non-Exempt
<b>Starting Wage:</b>	Variable
<b>Date of Revision:</b>	July 2023

**Objective:** Complete all fittings, alterations, and repairs to the high standards of Joe Z Tailoring at Ziker Cleaners. Provide exemplary service for customers and their garments, while also demonstrating a high level of respect for fellow employees and the stores in which you work. Build, foster, and feed into a culture of positivity, service to others, and authentic relationships with customers and coworkers.

### **Essential Functions:**

- *Alterations and Repairs:* Perform alterations and repairs on a variety of garments and materials, including pants, shirts, dresses, jackets, formal wear, and casual wear, according to Company standards and customer specifications. Consistently demonstrate strong knowledge of various sewing techniques, equipment, and garment construction. Inspect all garments altered to verify the quality of work before preparing garments for customer return.
- *Fittings:* Manage a personal schedule of fittings with customers, including walk-in customers. Greet customers and lead them to the fitting area. Provide a warm and welcoming experience, ensuring customers' comfort. Take precise measurements and provide expert recommendations while collaborating with customers to understand their specific tailoring needs and ensure the perfect fit.
- *Time Management:* Monitor and maintain sewing deadlines on a consistent basis, and ensure garments are completed 3 days before promised. Utilize calendar app and communicate scheduling with customers both over the phone and in person. Maintain an organized and efficient workflow, keeping track of alterations and maintaining accurate records. Adhere to productivity standards established by the Company.
- *Supplies & Machinery Management:* Manage your own supply inventory. Conduct regular maintenance checks of all equipment and report any issues to the Alterations Manager immediately. Always keep the work area tidy and hazard-free.

- *Customer Communication:* Greet customers as soon as they enter the store and use their name throughout interactions. Answer any questions or concerns they may have. Be knowledgeable and communicate appropriate pricing, timeline, and promise date with customers. Thank customers for their business on their way out.
- *Industry Knowledge:* Keep up to date with the latest fashion and garment best-fit practices. Make professional recommendations and educate customers about these in order to increase their competence and confidence in your world-class work. Continually seek to learn about best practices regarding technique, equipment, and garment fit. Be knowledgeable and use current point of sale systems and software.

### **Expectations and Values for all Ziker Employees:**

*Servant Leadership:* Recognize the needs of your teammates and go out of your way to help where you can. Ask for help when you need it. Demonstrate flexibility regarding job duties and assignments.

*Growth Mindset:* Take responsibility and accountability for your actions, including your mistakes. Ask questions. Welcome constructive criticism and seek to improve yourself and your work.

*Community:* Go out of your way to learn about your customers, your team, and the industry. Speak positively about them and respect your colleagues. Be courteous and sensitive to others' needs. Say nothing *about* someone that you would not say *directly to* them. Maintain secrecy of confidential information. Engage in team meetings and participate in company and community events.

*Integrity and Reliability:* Show up to work on time, and ready to start. Own your mistakes and learn from them. Maintain honest lines of communication with customers, teammates, and management. If you see someone breaking a policy or acting dishonestly, report it to your supervisor or the next appropriate manager you feel comfortable speaking with. Remain engaged, focused, and above reproach without constant supervision.

### **Dress Code:**

- Company-branded shirts and jackets (provided by the Company)
- Professional Pants, shorts, or skirts. (provided by the employee) No jeans.
- Nametag
- Closed-Toe Shoes. No sandals or flip-flops.
- No personal (without Company logo) outerwear, sweatshirts, jackets, or hats while on duty.

**Work Environment:**

Indoors, climate controlled.

Low to medium noise level.

Main work area contains professional sewing machines and equipment.

Industry-standard clothing racks throughout most of the employee area.

**Physical Demands:**

- Ability to operate home and industrial sewing equipment.
- Ability to reach for, grab, and utilize tools, garments, and equipment.
- Manual dexterity to sew and perform fittings, alterations, and repairs.
- Ability to sit (in a chair and on the floor), walk, stoop, kneel, bend, twist, and stand for long periods of time.
- Ability to lift and/or move up to 20 pounds.

**Position Status, Expected Hours:**

- Full-Time Status: 30-40 Hours
- Schedule:
  - Monday through Friday, 10:00 am to 6:00 pm.
  - Overtime may be required during peak seasons but will be communicated in advance.

**Travel:**

No travel is required for this position, with the exception of attending meetings at the Byrkit St facility.

**Required Education & Experience:**

- High school diploma, or equivalent degree.
- 1-year prior professional sewing experience.
- Strong Written and Verbal Communication
- Basic Phone and Computer Literacy
- Attention to Detail

**Preferred Education & Experience:**

2 or more years prior sewing experience in an apparel or specialty store.

**Additional Eligibility Qualifications and Skills:**

- Customer Service and Retention
- Organization
- Attention to Detail
- Problem Solving
- Maintain Composure under Pressure
- Adaptability
- Sales Motivated Attitude

**AAP/EEP Statement:**

Ziker Cleaners is an equal-opportunity employer and is committed to promoting diversity and inclusion in our workplace. We do not discriminate against any individual based on race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, veteran status, or any other legally protected characteristics. We strive to create a work environment that respects and values all employees and applicants, fostering a culture of fairness, equal opportunity, and mutual respect.

**Disclaimer:**

Please note that this job description is not an exhaustive list of all responsibilities, duties, and skills required for this position. The actual scope of the role may vary, or change based on business needs. Additionally, the company reserves the right to modify, interpret, or apply this job description in any way deemed necessary. All employees are expected to perform any other tasks or duties as assigned or required by management. This job description does not constitute a contract of employment.

**Ziker Promise:**

As your employer, Ziker Cleaners and Joe Z Tailoring agree to help you meet these expectations by providing:

- Robust training, support, and engaged leadership.
- Safe and healthy work environments.
- Full disclosure and explanation of job responsibilities, policies, and procedures.
- Consistent communication and regular feedback on performance.
- Access to resources, supplies, and equipment to perform your job.
- Credit and acknowledgment for achievements.

By signing below, you agree to follow Ziker Cleaners’ employment expectations in addition to all policies and procedures as defined in the employee handbook and other training materials.

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Employee Signature Date

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Ziker Cleaners Title Date

## Interview Questions for Tailors

Candidates name \_\_\_\_\_ Date \_\_\_\_\_ Part Time/ Full Time/ Internship

**1 What made you apply to Joe Z Tailoring?**

**2 What can you bring to the Joe Z tailoring team?**

**3 How well do you work on/with a team?**

**4 Tell me about a time when you worked well on/with a team?**

**5 Would you say you're self-motivated?** Yes / Most times/ No

**6 Tell me about a time when you had to self-motivated to get the job done.**

**7 How are your communication skills?** Excellent/Great/Good/Fair/Needs Improvement

**8 What would others say about your communication skills with others?**

**9 Are you good at completing administrative tasks?** Yes / a little/ None

**10 Can you operate a computer?** Yes / a little/ None

**11 Do you have a cell phone?** Yes/No/Not at time (when do you plan on getting one?)

**12 If you're unsure of how to do complete a task, that you were shown multiple times how to complete the task but you're still unsure on how to do the task, what do you do?**

**13 How do you handle constructive criticism?** No problem with it/Well/Struggle with/ Not at all

**14 Can you tell me about a time when you received constructive criticism and how you handled it?**

**15 Have you ever had a job that you had productivity to meet?** Yes / No

**16 Were you able to meet the company goal for productivity?** Yes / Sometimes / No

**17 Have you done professional alterations before?** Yes / No

**18 Is your alterations training formal?** Yes / No

If so, where from?

**19 Do you have fitting experience?** Yes / a little/ None

**20 What kind of garments fitting experience do you have?** Casual Wear(men's/women's)/ Men's Wear/ Women's Clothing/ Formal Wear / Bridal /Theater/ Accessories/ Custom Made Garments/ Couture Garments/ Garments made from Scratch

**21 Is there any type of garment that you would say you need more practice with pinning? Or a category you feel you need more practice with pinning?**

**22 Tell me about a time when you had to pin a difficult garment. (What made the fitting difficult? After the garment was altered was it altered to the customers' satisfaction? If not, what did you do?)**

**23 Are there any sewing machines that you are unsure of?**

Home Machine(domestic)/Straight Stitch Industrial/Blind Hemmer/ Serger (3 thread/4 thread)

**24 What kinds of sewing machines do you know how to operate and thread correctly?**

Home Machine(domestic)/Straight Stitch Industrial/Blind Hemmer/ Serger (3 thread/4 thread)

**25 How long have you been sewing?** (40+/30-40/20-30/10-20/10-5/3-5/1-3/ just stated)

**26 What types of sewing have you done?** Casual Wear (men's/women's)/ Men's Wear / Women's Clothing / Formal Wear / Bridal /Theater/ Quilting/ Home items/ Accessories/ Sewing from Scratch/ Patterning

**27 What are your sewing strengths?**

Casual Wear/ Men's Wear / Women's Clothing / Formal Wear / Bridal /Theater/ Quilting/ Home items/ Accessories/ Sewing from Scratch/ Patterning

**28 What area do you have the most room to improve your sewing skills?**

Casual Wear (men's/women's)/ Men's Wear / Women's Clothing / Formal Wear / Bridal/ Home items/ Accessories/ Sewing from Scratch/ Patterning

**29 Are there any fabrics you're not comfortable/struggle working with?**

**30 How do you feel about zippers?**

**Invisible** Can do them in sleep/ Good / Decent / Needs work/ Have an idea about it / Never done it before

**Regular** Can do them in sleep/ Good / Decent / Needs work/ Have an idea about it / Never done it before

**Jacket** Can do them in sleep/ Good / Decent / Needs work/ Have an idea about it / Never done it before

**Fly** Can do them in sleep/ Good / Decent / Needs work/ Have an idea about it / Never done it before

**31 How do feel about men's casual wear?** Strong / Decent/ Have an idea about it / Needs work/ Never done it before

**32 How do feel about women's casual wear?** Strong / Decent / Have an idea about it / Needs work/ Never done it before

**33 How do feel about men's wear?** Strong / Decent / Have an idea about it / Needs work/ Never done it before

**34 How do you feel about women's clothing?** Strong / Decent / Have an idea about it / Needs work/ Never done it before

**35 How do you feel about formal wear?** Strong / Decent / Have an idea about it / Needs work/ Never done it before

**36 How do you feel about bridal?** Strong / Decent / Have an idea about it / Needs work/ Never done it before

**37 Out of those 6 categories what would you say your strong suit is?**

Casual wear (men's/women's)/ Men's Wear / Women's Clothing / Formal Wear / Bridal

**38 Have you ever had a garment that you were unsure on how to sew correctly?** Yes/No

What was the garment?  
garment \_\_\_ times.

Did the garment end up being sewed correctly? Yes/No/After refitting the

What did you do to ensure you sew the garment correctly?

**39 Tell me about a time when you had to solve a problem for a project.** (What was the problem and what was the solve?)

The Problem:

The Solve:

**40 Tell me about a time when you had to deal with a difficult customer.** (What made the customer difficult? How did you handle the situation? Looking back on that situation would you have done anything different?)

**41 Tell me about a time when you went up over and beyond for a customer?**

**42 If you were asked at work to do something you didn't agree with morally, would you do?**

**43 Tell me about your last/current job.**

**44 Are you able to get up and down off the ground for fittings?** Yes / No

**45 Are you able to possibly lift anything up to 40 pounds in needed?** Yes / No

**46 How many days in a month is okay to miss work?** 0 1 2 3 4 5 6 7 8 9 10

**47 Are you bilingual? If so what languages?** (Yes/No) Languages:

**48 Have you ever had attendance issues in the past?** Yes/No

**49 When could you start if we select you for this position?**

**50 Are there any dates in the immediate future that you would need to take off?**

**51 Is there anything you feel I should know about that I didn't ask?**

**52 Do you have any questions for me?**

**53 What pay rate were you hoping for?**