



City of Baltimore Development Corporation (BDC)

Position Title: Sales + Retail Ambassador (Part-Time)

Program: Made in Baltimore Store and Satellite Locations

Reporting to: Store Manager, Made in Baltimore

*****IN-PERSON POSITION. NO REMOTE APPLICANTS PLEASE*****

OPEN UNTIL FILLED

The Made in Baltimore Store is more than a retail space—it is a platform for local entrepreneurship, creativity, and economic growth. As a program of the Baltimore Development Corporation, Made in Baltimore (MIB) supports Baltimore-based makers, artists, and manufacturers by providing access to retail opportunities, business development resources, and a pathway to scale.

Our store serves as a real-world testing ground where small businesses bring their products to market, connect with customers, and grow their brands. Every item in the store tells a story—of craftsmanship, culture, and community. We are committed to delivering an engaging, high-quality retail experience that reflects the vibrancy and diversity of Baltimore’s creative economy.

POSITION OVERVIEW

We are seeking a dependable, customer-focused Part-Time | Sales + Retail Ambassadors who is passionate about supporting local businesses and creating exceptional customer experiences. This role is ideal for someone who thrives in a dynamic, mission-driven retail environment and enjoys connecting people with meaningful products and stories.

WORKPLACE + SETTING

This position requires an in-person presence at the Made in Baltimore Store and occasional satellite locations. Employees are scheduled to work **Wednesday through Sunday**, with **weekend availability required**. Schedules may vary based on store needs, with up to **25 hours per week**. Flexibility for occasional extended hours or special events may be required.

RESPONSIBILITIES

Customer Service, Sales and Merchandising

- Deliver exceptional customer service and foster a welcoming, inclusive store environment
- Assist customers with product discovery, selection, and purchases
- Accurately operate the point-of-sale (POS) system and handle transactions
- Maintain visual merchandising standards and ensure the store is clean, organized, and fully stocked
- Receive, process, and restock inventory shipments
- Share the stories and value behind Made in Baltimore products and makers
- Build and maintain positive relationships with MIB vendors
- Support off-site activations, pop-ups, and community events as needed within the Baltimore City limits
- Execute daily store operations, including opening and closing procedures

KNOWLEDGE + SKILLS

- Knowledge of customer service best practices and retail sales principles
- Familiarity with Made in Baltimore (MIB) products and the makers represented in the store
- Proficiency in operating point-of-sale (POS) systems and basic troubleshooting
- General knowledge of Baltimore City, including its neighborhoods, culture, and small business landscape

QUALIFICATIONS

- 2–3 years of retail experience preferred
- Tech-savvy with the ability to quickly learn POS and inventory systems
- Strong organizational and merchandising skills
- Friendly, professional, and approachable demeanor
- Excellent customer service and sales skills
- Reliable, punctual, and able to work both independently and collaboratively
- Ability to lift, carry, push, and pull up to 50 lbs
- Interest in local business, entrepreneurship, and community engagement

DRESS CODE

Must adhere to the Made in Baltimore dress code, including wearing a provided Made in Baltimore shirt with black jeans or khakis and comfortable, closed-toe shoes to maintain a consistent and professional in-store experience

WHAT WE OFFER

- Opportunity to directly support Baltimore-based makers and entrepreneurs
- A mission-driven, community-focused work environment
- Consistent part-time scheduling
- Exposure to small business development and retail innovation
- Retirees and career changers are encouraged to apply

The starting salary is \$20 Per Hour

APPLICATION AND SELECTION PROCESS

Candidates should submit a cover letter and resume via email to Shantel McLaughlin at smclaughlin@BaltimoreDevelopment.com, subject line of the email indicating “Sales + Retail Ambassador.”

Candidates can also learn about us by visiting our website at baltimoredevelopment.com and baltimoretogether.com. No Phone Calls Please. Only applicants scheduled for interviews will be contacted.

EQUAL OPPORTUNITY EMPLOYMENT

BDC is an Equal Opportunity Employer committed to a more equitable economy through employment, supporting minority and women-owned businesses, and promoting investment in neighborhoods that have been negatively impacted by institutional racism and/or generational poverty. We develop strategies and facilitate collaboration among our partners to intentionally create an inclusive and equitable economy.

BDC does not and shall not discriminate based on race, color, religion (creed), gender, gender expression, age, national origin (ancestry), disability, marital status, sexual orientation, or military status, in any of its activities or operations.