
Product Specialist – Full-time / Part-time

About Us

We are a growing, family-owned business specialising in retailing sewing, embroidery and craft machines and accessories. Our inclusive, fun culture and passion for what we do sets us apart. Join our strong and committed team where your ideas and initiative will be highly valued.

Role Profile

As a product specialist, you are the bridge between our advanced technology and our customers' creative and professional goals. We are looking for an industry expert who is passionate about our machinery and eager to share that knowledge to help our customers master their craft.

Based in our Capalaba showroom, you will leverage your deep technical expertise to provide personalised demonstrations and guidance, ensuring every customer finds the right solution for their specific needs. Throughout the purchase journey you will troubleshoot, advise and inspire, ensuring our customers feel confident and supported in their investment.

Main Responsibilities

- Give one-on-one machine demonstrations, tailored to each customer's specific creative or professional goals
- Provide expert guidance and support, assisting customers with everything from initial machine selection to troubleshooting software and improving embroidery results
- Process sales transactions efficiently and accurately
- Create an inviting and organized showroom, ensuring the space is kept tidy, visually appealing, and well-stocked
- Maintain up-to-date knowledge of our products and industry trends

What We Offer

- Generous staff discounts on our machines & other products
- A supportive and inclusive work environment
- Significant administrative support from our operations staff
- Stability and job security
- Full-time is preferred but 3-4 days/week part-time would be considered

Essential Skills

- Experience across a broad variety of crafts (especially machine embroidery, patchwork, dressmaking, papercraft and textile arts)
- Experience and confidence in selling high-end sewing and embroidery machines
- Clear and empathetic communication
- A proactive approach to problem-solving and customer satisfaction.
- Broad general IT skills and some familiarity with ecommerce
- Ability to work independently, be self-driven and show initiative

Apply

This role is based at our head office in Capalaba, Brisbane. For any questions on the role or to apply, contact Kristie on (07) 3390 3600 or sales@echidnasewing.com.au