

Sales + Retail Ambassador (Part-Time)

Reports to:	Store Manager, Made in Baltimore
Status:	Part-Time, Non-Exempt
Location:	Made in Baltimore Store and Satellite Locations, Baltimore, MD
Salary Range:	\$20 per hour

About the Baltimore Development Corporation

Our Mission

The BDC is the lead economic development organization for the City of Baltimore. Our mission is to grow the city's economy in an inclusive manner by retaining, expanding, and attracting businesses, and promoting investments, thereby increasing career opportunities and wealth creation for residents.

Our Commitment

The BDC is committed to a more equitable economy by supporting people of color and women-owned businesses. We promote investments in Baltimore businesses and entrepreneurs that have been negatively impacted by institutional, structural, and systemic racism. We develop and implement strategies, and facilitate collaboration among our partners, to intentionally create an inclusive and equitable economy for all Baltimore businesses.

Our Values

- **Excellence.** We hold ourselves to the highest professional, ethical, and legal standard in everything we do.
- **Accountability.** We own our commitments and our outcomes. We learn from our failures and evolve to better serve Baltimore.
- **Collaboration.** We succeed as one team across every unit — assuming the best and exercising the highest professional respect for our colleagues.
- **Urgency.** Baltimore can't wait — and neither will we. Years of disinvestment doesn't fix itself, so we don't do "eventually."
- **Community.** Every decision starts with the businesses we serve. We don't make decisions about businesses; we make decisions with them.
- **Fun.** We celebrate our successes and each other. We maintain balance and pursue joy in our work.

Strategic Context

2026 marks the final year of Baltimore Together, the City's comprehensive economic development strategy (cEDS). Going forward, BDC's work is organized around the Mayor's five strategic pillars, which serve as the agency's primary organizational strategy and guidance. This role advances Pillar 04 (Business Climate) and Pillar 01 (Inclusive Prosperity) by giving Baltimore-based makers, artists, and manufacturers a real-world retail platform to test products, connect with customers, and grow their brands.

#	Pillar	Description
01	Inclusive Prosperity	Baltimore Together cEDS – close racial wealth gaps; BIPOC businesses as drivers of growth.
02	Downtown & Neighborhoods	Downtown RISE – a strong downtown and strong neighborhoods, with benefits flowing both ways.
03	Housing & Vacancy	Reframe Baltimore – vacant properties becoming homes, businesses, and community assets.
04	Business Climate	Bmore FAST – faster permits, fewer barriers, the region's most investable city.
05	Fiscal Strength	10-Year Financial Plan – lower property tax, a diversified base, and sustainable growth.

Position Overview

The Sales + Retail Ambassador is a dependable, customer-focused, part-time role supporting the Made in Baltimore Store and occasional satellite locations. This role is ideal for someone who thrives in a dynamic, mission-driven retail environment and enjoys connecting people with meaningful products and stories – delivering exceptional customer experiences while directly supporting Baltimore-based makers and entrepreneurs.

Reporting Relationship & Team Structure

Reports to: Store Manager, Made in Baltimore.

Key coordinating roles (no direct reports at this time):

- MIB Vendors & Makers — builds positive relationships and shares the stories behind their products with customers
- Made in Baltimore Program Team — supports off-site activations, pop-ups, and community events

The Ambassador also works alongside fellow Sales + Retail Ambassadors to ensure smooth daily store operations and consistent coverage.

Key Responsibilities

Customer Service & Sales

- 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
- Share the stories and value behind Made in Baltimore products and makers

Merchandising & Store Operations

- Maintain visual merchandising standards and ensure the store is clean, organized, and fully stocked
- Receive, process, and restock inventory shipments
- Execute daily store operations, including opening and closing procedures

Vendor & Community Engagement

- Build and maintain positive relationships with MIB vendors
- Support off-site activations, pop-ups, and community events as needed within Baltimore City limits

Leadership & Collaboration

- Represent the brand. Serve as a frontline ambassador for Made in Baltimore, embodying the program's mission to support local makers and entrepreneurs in every customer interaction.
- Support the team. Collaborate with fellow Sales + Retail Ambassadors and the Store Manager to ensure smooth daily operations and consistent coverage.

Key Performance Indicators

Performance is assessed against the following indicators, reviewed quarterly and reset annually with the Store Manager, Made in Baltimore.

Performance Area	Annual Target
Customer experience	Positive customer feedback and repeat visits reflected in store engagement
Sales performance	Meets or exceeds store sales targets with accurate POS transaction handling
Store presentation	Visual merchandising and restocking standards maintained daily
Vendor & community support	Active participation in off-site activations, pop-ups, and community events

Review schedule: Progress is tracked in regular one-on-ones, formalized through quarterly performance check-ins, and evaluated comprehensively in an annual review.

Required Qualifications

- No formal degree is required; 2–3 years of retail experience is preferred.
- Reliable, punctual, and able to work both independently and collaboratively, with strong organizational and merchandising skills.
- Tech-savvy with the ability to quickly learn POS and inventory systems.
- Ability to lift, carry, push, and pull up to 50 pounds.
- Friendly, professional, and approachable demeanor with excellent customer service and sales skills.
- Knowledge of Baltimore's economic and civic landscape and familiarity with the Mayor's strategic priorities is a strong plus.

Office Environment

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, and flexibility for occasional extended hours or special events. Candidates must adhere to the Made in Baltimore dress code, including a provided Made in Baltimore shirt with black jeans or khakis and comfortable, closed-toe shoes.

Physical Requirements

This is an active, in-person retail role requiring the ability to stand and walk for extended periods, operate the point-of-sale system, and lift, carry, push, and pull up to 50 pounds, including receiving and restocking inventory shipments. Reasonable accommodations will be made to enable individuals with disabilities to perform the essential functions of the role.

Salary & Benefits

The starting rate for this position is \$20 per hour. This is a part-time, non-exempt position; standard full-time benefits do not apply. BDC offers a mission-driven, community-focused work environment with consistent part-time scheduling, direct exposure to small business development and retail innovation, and the opportunity to directly support Baltimore-based makers and entrepreneurs. Retirees and career changers are encouraged to apply.

Application Process

Interested candidates should submit a resume and a cover letter describing their qualifications and interest in the role to smclaughlin@baltimoredevelopment.com, with "Sales + Retail Ambassador" in the subject heading. Applications will be reviewed on a rolling basis until the position is filled.

The Baltimore Development Corporation is an equal opportunity employer. BDC does not and shall not discriminate on the basis of 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. We are committed to building a diverse, equitable, and inclusive workplace and strongly encourage applications from candidates of all backgrounds.