

Bookseller

Starting Salary: \$16.61/living wage

Responsible for:

Customer Service

- Offer excellent customer service at all times
- Run cash register
- Answer phone/emails
- Take special orders
- Help customers find books in stock
- Make recommendations to customers (handselling)
- Make yourself knowledgeable about upcoming in-store events

Inventory Maintenance and Store Displays

- Shelf newly received stock and call special orders.
- Shelf maintenance to ensure optimal store presentation.
 - Brand new titles on the new tables
 - New/big selling titles face out in section
 - Spine to shelf properly bookended spine out books
 - Everything alphabetised
 - Shelf talkers with their books
- Restock displays when needed.
- Rotate overstock onto sales floor as necessary to ensure shelves are well stocked and inventory is moving and turning as quickly as possible.
- Complete shelf-checks on a regular basis.
- Support Receiver and Buyer in pulling returns.
- Participate in annual year-end physical inventory count to help maintain accuracy in our database and for our financial statements.
- Maintain store cleanliness and tidiness
 - Vacuuming
 - Taking out trash & recycling
 - Watering Plants

Other Duties

- Open and close store according to standard operational procedures.
- May be called upon to handle online order processing:
 - Check daily for orders/ownerships, etc.
 - Follow through on all above including
 - Enter in anthology as needed
 - Print & process appropriate paperwork
 - Ship orders or place on store shelves

- Contact customers as needed
- Support in-store Events
 - Per instructions from Events team, you may
 - Set up event with
 - appropriate #of chairs for attendees
 - Appropriate set up for author
 - Lectern or in conversation with chairs?
 - Ensure book is out and visible at front desk and by author for event
 - Ensure any technology is set up and functional
 - Clean up/put away things after event
 - Follow up with events team if anything odd comes up
- Participate in regular staff meetings.
- Accomplish other tasks as assigned by management.