

BookPeople is looking to hire Booksellers! Bookseller I is an entry level position that's responsible for providing stellar customer service to BookPeople's guests. B1s make their experience exceptional by hand-selling their favorite books and gifts, while staffing and operating the key customer service stations of the sales floor.

DUTIES:

- Provide friendly, accurate and consistent customer service while on the sales floor, at the greet station, on the phone, through electronic correspondence, during curbside deliveries and at offsites
- Accurately shelve books, alphabetize and balance sections
- Accurately perform cashier duties
- Accurately place and maintain special orders, per customer's specifications
- Answer phone in a timely manner
- Pull and ring books to fill internet orders
- Keep up to date on current and bestselling books
- Make book and gift recommendations to customers
- Staff large offsite events, including but not limited to the Texas Book Festival and SXSW
- Pull books for return based on reports provided by buyers
- Label books in receiving
- Keep track of details of events (offsite and in-store) to better serve customers
- Maintain a working knowledge of gift items available for sale to better serve customers
- Light custodial work to include dusting and collecting trash
- Participate in yearly inventory

QUALIFICATIONS:

- Love of books and love of talking about books
- Positive attitude: Friendly, approachable, and professional
- Must have reliable transportation to and from BookPeople, for scheduled shifts
- The ability to provide written and verbal staff recommendations for books
- Comfortable working on a team, oriented toward problem-solving and brainstorming
- Ability to adapt to evolving situations and handle change with patience
- Ability to work efficiently and ask for clarity, when needed
- Retail sales or customer service experience preferred
- Works in the best interest of BookPeople and our Community Bound by Books

COMPETENCIES:

- Patience, kindness, and the ability to work with diverse communities and customer needs
- Punctuality
- Ability to interact comfortably and accurately with POS system and other programs we depend on to keep the store functioning
- Ability to efficiently communicate with coworkers and managers
- Ability to multitask, retain information and follow instructions, as outlined
- The ability to assist a wide range of people in the bookstore, over the phone and offsite
- Strong time management and organizational skills, including the ability to adhere to assigned daily tasks
- Ability to successfully work on and contribute to a team environment
- The ability to stay calm under pressure
- Strong problem solving skills and the ability to use provided resources effectively

PHYSICAL DEMANDS:

- Ability to sit or stand and/or move constantly during a shift
- Ability to lift at least 35 lbs.

Wage: \$12.00/hr. This is a unit position and future wage increases will be tied to the renewal of the BookPeople union agreement.

Schedule Requirements: Flexible

Benefits and Perks!

- FULL TIME BOOKSELLERS ONLY: Eligible for medical, dental, vision, and life/AD&D coverage options for you and eligible dependents after 90 day probationary period
- FULL and PART TIME BOOKSELLERS: Eligible for supplemental insurance coverage options including Accident, Hospital Stay, Cancer and Short-Term Disability, for you and eligible dependents after 90 day probationary period
- FREE garage parking in downtown Austin
- Paid vacation, sick, personal, holiday and birthday benefits
- Access to lots of ARCs (advanced readers copies)
- Employee discounts on books, gifts and coffee
- Access to book platforms accessible only to indie bookstores, publishers and the like.

Does this sound like THE job for you? To apply, please email a [completed application](#) to managers@bookpeople.com and customerservice@bookpeople.com or drop it by the bookstore with a manager.

EEO: BookPeople Inc. is an equal opportunity work environment and is considered an affirmative action employer. We are committed to the hiring, promoting, and providing continual equal employment opportunities regardless of race, color, ancestry, religion, sex, national origin, sexual orientation, age, citizenship, marital status, disability, gender identity, or Veteran status.