

BookPeople BookStore Manager Job Opportunity

If you have ever thought that running the largest independent bookstore in Texas, in the heart of downtown Austin, would be your **dream job**– today is your lucky day. This rare opportunity hasn't been open for outside applicants in over 20 years– and now it is.

Job Title: Bookstore Manager

Reports To: General Manager

SUMMARY: The BookStore Manager manages the large sales floor staff in a bustling and profitable 28,000 square foot independent bookstore in the heart of downtown Austin. They hire, train and develop a staff of managers and booksellers committed to providing our customers an inclusive space and superior customer service experience every time they interact with our staff - whether in person, over the phone, or online. The BookStore manager is responsible for facilitating communication between the sales floor and all other departments to ensure that the store is operating cohesively and efficiently towards its unified goals.

SUPERVISORY RESPONSIBILITIES:

- Bookfloor Managers
 - Bookseller I
- Remainder Buyer
- Bookseller II and III

DUTIES:

Staff Management

- Maintain an appropriate level of bookselling staff for the bookstore throughout the year
- Assist with maintaining a training, performance and goal development system for all bookfloor managers and staff
- Ensure bookfloor staff are completing all assigned tasks in a timely manner by monitoring staff productivity, offering guidance and motivation to staff
- Stay up to date on and ensure employees follow all policies as outlined in the BookPeople Employee Handbook and Collective Bargaining Agreement

Store Operations

- Maintain a positive, inclusive, productive and fun working environment for all
- Work with vendors and property manager to be a point person for bookstore facilities
- Maintain a holistic awareness of bookstore needs and proactively troubleshoot to ensure those needs are addressed
- Partner with leadership to schedule staff for offsites including but not limited to TBF, SXSW, etc.
- Develop an expert knowledge, and maintain troubleshooting documents for bookfloor managers, of all aspects of bookstore daily operations including, point-of-sale transactions and cash procedures, opening and closing the store, etc.

Communication

- Lead weekly Manager's Meetings to communicate updates, changes, etc. with bookfloor managers and lead overall strategy discussions for the bookfloor
- Represent and advocate for the needs of the bookfloor at weekly leadership meetings

- Responsible for responding to bookstore customer compliments and complaints appropriately, decisively, and with respect
- Contributing creatively, collaboratively and strategically on BookPeople's dynamic leadership team
- Communicate regularly with the Marketing Department to ensure floor staff is knowledgeable about all events; support all events as needed
- Communicate regularly and effectively with the buyers and S&R manager to assist with scheduling of project hours, internet order needs, sales floor questions, etc.

Other Responsibilities:

- Responsible for enforcing BookPeople's loss prevention policies including contacting property security or the Austin Police Department depending on the situation
- Enthusiastically represent BookPeople in the bookstore, community, and industry as a whole
- Pursue change and innovation to challenge established norms where appropriate

QUALIFICATIONS:

- Three years of management experience, required, preferably in the book industry
- Must work some evenings and weekends
- IT literacy (MS Office, Google Drive, email best practices, etc), preferred
- Experience with iMerchant a plus

COMPETENCIES:

- Excellent communication and listening skills
- Excellent time management and ability to prioritize a large volume of tasks
- Ability to supervise, motivate, contribute to and lead a management team
- Ability to assess situations, customize solutions and communicate plans to direct reports in order to accomplish objectives
- Ability to make and roll out administrative and procedural decisions in a positive manner
- Ability to foster a cooperative and inclusive work environment
- Lead by example, manage staff, delegate tasks and follow-up accordingly

PHYSICAL DEMANDS:

- Ability to stand and/or move constantly during a shift
- Comfortable working at a computer for long stretches of time
- Ability to lift at least 50 lbs

Starting Salary: \$50,000/year

Schedule Requirements: Flexible. Must be able to work early mornings, evenings, weekends and holidays

If this sounds like THE JOB for you, please email your cover letter and resume to Charley, charley@bookpeople.com.