

BookPeople Job Posting

Job Title: Bookseller I

Reports To: BookFloor Managers and Assistant Manager

SUMMARY: Bookseller Level One (B1) is an entry level position. As a B1, you are responsible for providing stellar customer service to BookPeople's guests, in the bookstore, on the phone and through electronic messages. You make their experience exceptional by hands-selling your 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 shelf 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
- Package and ship books for internet, bulk or event orders, as needed
- 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
- Must have a positive attitude that includes being friendly, approachable and professional
- Must have reliable transportation 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
- Effective communication skills, with coworkers and managers
- 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 do basic math and handle money with loss prevention in mind with all transactions
- Ability to efficiently communicate with coworkers and managers
- Ability to multitask, retain information and follow instructions, as outlined
- The ability and confidence 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 stand and/or move constantly during a shift
- Ability to lift at least 35 lbs

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

Starting Wage: \$14.00/hr

Other Compensation and Perks!

- FULL TIME ONLY employees: 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 employees: 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
- **FREE Employee Assistance Program**, paid for by BookPeople
- Access to book platforms accessible only to indie bookstores, publishers and the like

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.

To apply for this job, please email a completed application to floormanagers@bookpeople.com, or drop it off at the main information desk in the bookstore during business hours.