

Sales Floor Manager BookPeople Job Opportunity!

Reports To: BookStore Manager

Overview: To manage the large sales floor staff in a bustling and profitable 28,000-square-foot independent bookstore in the heart of downtown Austin. To hire, train, and develop a staff of booksellers committed to providing our customers and visitors a superior customer service experience every time they interact with our staff - whether in person, over the phone, or online. To facilitate communication between the sales floor and all other store departments to ensure that the store is operating cohesively and efficiently towards its unified goals.

SUPERVISORY RESPONSIBILITIES:

- Bookseller I, Bookseller II, and Bookseller III

DUTIES

Staffing and Development:

- Assist in maintaining an appropriate level of bookselling staff throughout the year based on knowledge of seasonal sales trends and staffing demands.
- Assist with facilitating hiring and training of new booksellers and seasonal staff with an eye towards ensuring that the staff is reflective of the community we serve and that they are dedicated to creating a welcoming and accessible environment in the store.
- Assist with maintaining a unified training system for all new hires so that each employee is given all the tools and knowledge they need to succeed at BookPeople with a focus on excellent customer service and growing sales. Assessing the efficacy of that system regularly to make adjustments when necessary.
- Ensure that all bookstore procedures, guidelines and bookselling best practices are documented and readily available for all staff to reference and review.
- Assist in creating an inclusive environment in which booksellers understand the mission and functions of all departments of the store and work to achieve communal goals.
- Assist in identifying staff members for promotion and development within the store.
- Assist in providing feedback and conducting annual reviews with the sales floor staff.
- Assist in creating the daily sales floor schedule and communicating with floor staff about needed changes to their regular schedules.
- Staying abreast of industry news, conversations, trends and innovations through industry newsletters and publications and the use of Edelweiss+. Sharing that information and those resources with floor staff and floor managers.
- Planning for and executing training to ensure that sales floor staff has the information and tools they need to do their job to the best of their ability.
- Ensuring that sales floor staff feels appreciated and fully engaged in their role at BookPeople by planning for and executing morale-boosting events and contests.

Interdepartmental Communication:

- Attending weekly Manager's Meetings to communicate with other bookfloor managers and contribute to overall strategy discussions for the bookfloor.

- Ensure that the issues and concerns of the sales floor staff are heard and addressed in weekly Manager's Meetings.
- Communicate with the Marketing Department so that sales floor staff are knowledgeable about all of our in-store and offsite events and to review past events in order to develop best practices for events and event messaging.
- Quickly and directly address areas of concern with other departments as they affect the smooth operation of the sales floor.
- Attend bi-weekly inventory management meetings, as needed
- Communicate with buyers to assist with scheduling of project hours, internet orders needs, sales floor stock questions, etc.

Other Responsibilities:

- Acting as the point person for bookstore facilities repair vendors.
- Work on location at offsites including but not limited to TBF, SXSW, etc., as needed
- Communicate with the property manager, as necessary, to ensure the smooth operation of the retail store.
- Ensure response to customer compliments and complaints whether they occur in person, via email or online, escalating issues to the CEO, as necessary.
- Provide sales floor staff with customer feedback to improve performance, when necessary.
- Responsible for enforcing BookPeople's loss prevention policies including contacting property security or the Austin Police Department depending on the situation.
- Ensure the safety of employees and customers by removing customers from the store that are unable to adhere to BookPeople's code of conduct and issuing Criminal Trespass Notice to those individuals that refuse to leave the store.
- Keeping up with necessary computer work including but not limited to: answering emails in a timely fashion, working on spreadsheets, and full knowledge of our website business operations.

Required Competencies:

- Excellent time management skills
- Strong communication and active listening skills
- Ability to delegate tasks
- Proficient in all bookseller tasks

Schedule Requirements: Full-Time, 40hrs/week. Must be able to work early mornings, evenings, weekends, and holidays.

Starting Salary: This is a salaried, exempt position. Starting salary is \$35,568/year

Additional Benefits and Perks of this position!

- Eligible for medical, dental, vision, and life/AD&D coverage options for you and eligible dependents after a 90-day probationary period.
- \$75 monthly cell phone stipend
- FREE garage parking in downtown Austin
- Paid vacation, sick, personal, holiday, and birthday benefits
- Access to lots of ARCs (advanced readers copies) aka: FREE BOOKS!

- Employee discounts on books, quirky gifts, and delicious coffee
- Access to book platforms accessible only to indie bookstores, publishers, and the like

Qualifications:

- Previous supervisory experience, preferred

Send cover letter and resume to Bailey at bailey@bookpeople.com and Gregory at gregory@bookpeople.com