

Assistant BookFloor Manager BookPeople Job Opportunity!

Reports To: BookStore Manager

SUMMARY: To assist the Book Floor Managers of the large sales floor staff in a bustling and profitable 28,000 square foot independent bookstore in the heart of downtown Austin. To assist in hiring, training, and developing 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
- Bookseller III
- Remainder Buyer

DUTIES:

- Model and provide excellent customer service; point person for customer service issues, complaints or processes like returns and exchanges
- Giving direction and supervise to sales floor staff to ensure that company policies and procedures are followed and that customers' needs are met
- Stay up to date on and ensure employees follow all policies as outlined in the BookPeople Employee Handbook and Collective Bargaining Agreement
- Observe the sales floor to recognize opportunities to coach booksellers on improving customer service and training opportunities
- Meeting regularly with the sales floor management team to address issues of staff safety, performance and other concerns
- Loss prevention and participation in yearly inventory
- Assisting with the training and development of the bookseller staff
- Act as the Book Floor Manager in the absence of a Book Floor Manager

QUALIFICATIONS:

- Previous supervisory experience
- Previous bookseller experience, preferred

COMPETENCIES:

- Ability to work with a wide range of people, and adjust to different learning styles
- Excellent time management and organizational skills
- Strong communication and active listening skills
- Ability to retain information and follow instructions, as outlined
- Ability to effectively contribute to and work on a team
- Ability to delegate tasks
- Demonstrates and supports a culture of diversity, equity and inclusion

PHYSICAL DEMANDS:

- Ability to stand and/or move constantly during a shift

- Ability to lift at least 50 lbs
- Ability to work on a computer for long stretches of time

Starting Wage: \$16.00

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

Additional Benefits and Perks of this position!

- Eligible for medical, dental, vision, and life/AD&D coverage options 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) 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

Send inquiries and resumes to bailey@bookpeople.com and gregory@bookpeople.com