

Job Description



Position: Part-Time Bookseller (5 days/wk, ~25 hrs/wk)

Pay: Starting at \$17.50/hour

Location: Queen Takes Book
6955 Oakland Mills Rd., Suite E
Columbia, MD 21045

Position Summary:

Booksellers are the heart of Queen Takes Book. Your energetic passion for reading, your knowledge of books and the book industry, and your genuine desire to connect with people will foster an exceptional shopping experience for anyone coming through our doors looking for their next read, searching for a special gift or simply wishing to browse the shelves.

In addition to assisting customers, booksellers will contribute to Queen Takes Book's social media communications, help create in-store displays, and ensure our shelves are continually well stocked, organized, and tidy. Administrative tasks may include updating inventory, processing special orders, and responding to phone requests from customers.

Responsibilities:

- Create a friendly and welcoming environment, providing consistently excellent customer service to all store visitors consistent with Queen Takes Book's mission and values.
- Support customers on their reading journey, offering guidance and personalized reading recommendations based on individual customer needs, community interests and store inventory.
- Be a literary detective! Actively listen to customers and conduct necessary research to locate requested books, placing special orders as needed.
- Review frontlist books on industry websites and in-store displays.
- Operate the point of sale and inventory systems to accept payments, make change accurately and efficiently, place orders and check/update store inventory.
- Follow store opening and closing procedures to ensure the store is fully operational, stocked and prepared during established hours of operation.
- Assist with receiving restock orders and stock book and merchandise shelves.
- Connect with the community by responding to customer inquiries via phone in a friendly and professional manner.
- Celebrate authors by providing staffing and support for author events, readings and other special events conducted within and outside of standard business hours, as needed.
- Contribute to team brainstorming around store displays, marketing efforts, and events.
- Assist in keeping the store clean, safe, and comfortable for customers and staff. Duties include dusting, sweeping, cleaning bathroom facilities, trash, and recycling.

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Skills & Experience:

- 2+ years of experience in a retail environment, preferably in a bookstore, with experience in opening/closing store procedures, inventory tracking, and customer service.
- Must be a genuine people-person with strong active listening and communication skills; Booksellers should be able to both recognize when customers prefer to shop independently while also being readily available and accessible for questions and recommendations as needed.
- Possesses and conveys a strong knowledge of books and passion for reading. Booksellers may have areas of specialization but should be able to comfortably discuss and recommend books across genres and age groups.
- Exercises proficiency in Microsoft Office (Word and Excel) and Google Suite.
- Demonstrates familiarity and comfort with social media platforms (Facebook, Instagram, TikTok), as well as current book trends.
- Demonstrates aptitude for quickly learning new software and tools (inventory, point of sale systems)
- Displays strong attention to detail to ensure efficient and accurate payment processing, reporting and inventory tracking.
- Possesses a proactive attitude, eager to apply creative thinking and problem-solving skills.

Additional Considerations:

- Must be able to stoop, reach and lift 40 lbs. (or do so with reasonable accommodation) and sustain prolonged periods of time on the sales floor.
- Must be available to work weekends and occasional evenings outside of standard business hours to support special events.

About Queen Takes Book



MISSION

Queen Takes Book believes passionately in the power of reading and strives to connect local readers of all ages with books that delight, challenge, and engage. We create a remarkable shopping experience by offering a curated and diverse collection of books, personalized reading services, and community-based events that celebrate the wonder and richness of the reading experience.

CORE VALUE STATEMENTS

- We believe every child and adult should experience the power of seeing themselves reflected between the pages of the book. We consistently and proactively seek to elevate diverse voices, viewpoints, and experiences into the books we offer, read and recommend.
- We believe passionately that reading can be for everyone and aim to put the right book in the right hands to help spark a love of reading. This passion and personalization is demonstrated throughout our store and in every book recommendation we make.
- We believe that the joy of the reading experience grows exponentially when shared. We strive to create a physical space where the love of reading builds connection and enriches the community.
- We believe creativity is a critical ingredient to the success of the store. The creative energy we bring to the store each day will enable us to provide one-of-a-kind experiences in and around our shop that cannot be found or replicated at other book-selling establishments.