



Book Wrangler Job Description

Words of Windsor is a place that welcomes all and seeks to give them a place to gather, learn, grow, and connect with each other. We believe in locally based businesses that help to strengthen the community.

Our employees all share core traits or values. They are:

- Book enthusiasts: people who read regularly and can't help but talk about the books they enjoy
- Sincerely helpful: people who actually solve problems and make a difference
- Open to learning new skills and working as part of a team
- Able to uphold commitments: people who keep promises made to themselves, to customers, and to their co-workers
- Welcoming to all who enter our doors and excited to help them explore and discover that a local, community focused bookstore is about more than what is on our shelves

A Words of Windsor staff member may have any of the following responsibilities and expectations:

- Weekends and some evening availability a must.
- Learn and follow store procedures and communication processes.
- Run the cash register/POS and maintain a balanced cash drawer.
- Be hospitable and helpful in-person, over the phone, and via email.
- Check price and availability of in-print merchandise and place special orders for customers.
- Contact customers re their special orders.
- Shelve books correctly so staff and customers can find them easily.
- Keep the store visually appealing by regularly refreshing and updating displays, facing out books, etc.
- Keep current with store's website and social media postings.
- Know our store policies and be able to point customers to additional information on our website.
- Know our upcoming event schedule, how to sell tickets, and how to process event book pickups.
- Upsell customers on related merchandise.
- Encourage customers to join our email newsletter.
- Process website orders correctly.
- Keep the physical store tidy and clean.
- Help with returns, markdowns, in-store events, and other store tasks as needed.
- Receive new inventory into the computer system and package/price as needed
- Able to lift 40 pounds safely and comfortably.
- Know when and how to escalate issues.
- Provide regular feedback to management on customer traffic, inventory requests, and any problems.
- Starting pay - \$14.75/hour