



FABLED BOOKSHOP & CAFE  
STORE MANAGER JOB DESCRIPTION

**The purpose of this position is to facilitate our store and staff through**

***Setting the precedent of 'Every-step' customer service to our staff,  
Ensuring thoroughness and efficiency in all operations, and  
Embodying our core values to customers and co-workers.***

This position is Full-time and requires availability for weekdays, occasional weeknights, and partial-weekends.

*You will be a "first responder" to all issues bookshop-related, which may include after hours or when you are not scheduled.*

**OVERVIEW OF POSITION:**

Alongside the owners, you will be managing the staff, operations, inventory, and customer experience of Fabled Bookshop & Cafe. You will assist in framing social media strategies, sales initiatives, and overall store direction. We expect this person to have a passion for an unparalleled customer experience, the ability to lead and inspire a staff, and to clearly communicate with owners as well as co-workers.

**Responsibilities:**

**STAFF**

- Manage all HR needs alongside owners: interviewing, hiring, firing, evaluations & disciplinary meetings
- Train new staff, as well as continually invest in and mentor current staff
- Schedule for bookshop and events

## **OPERATIONS & INVENTORY**

- Ensure that systems are in place to move inventory onto the floor in a timely, thorough, and tidy manner
- Work closely with owners on evaluating monthly sales cycles and formatting the business flow/operations accordingly
- Continually monitor and control shrink, general expenses, and payroll expenses, training our staff to do the same and strategizing efficiency in these areas
- Take initiative in maintaining the premises as a whole, communicating with owners and sub-contractors to remedy any issues to ensure the best customer experience possible
- Make payments to vendors and assist in book-keeping responsibilities
- Open, clear, and honest communication with owners concerning all aspects of operations and management
- Prepare a Recap sheet every week to review with owners, including sales reports from the week before, trends from the year before, and any issues that need addressing regarding the bookshop.

## **CUSTOMER EXPERIENCE**

- Resolve any customer issue presented, ensuring the customer feels 100% heard and valued
- Establish a precedent with co-workers as to what "Every-step" customer service means at Fabled Bookshop & Cafe, training them to do the same
- Maintaining an overall pulse on customer experience, communicating to owners ideas for improvement and taking initiative to fill in gaps

## **QUALIFICATIONS**

- Must be able to lift 30 pounds, as this job is very physical and will require moving book boxes and shelving/relocating books
- Must be able to be active and on your feet for several hours at a time

## **Buzz words for this position**

- Excellent communicator
- Organized
- Problem-solver
- Observant
- Enjoys people
- Encourager, but also able to give constructive criticism
- Casts vision