



FABLED BOOKSHOP & CAFE
TEAM LEADER JOB DESCRIPTION

The purpose of this position is to oversee and serve our customers, staff, and brand through

***“Every-step” customer service,
Facilitating an amazing over-all experience, and
Embodying our culture, values, and principles to customers and co-workers.***

This position is part-time (16-25 hours/week) and requires availability for weekdays, **weeknights**, **weekends**, and holidays.

OVERVIEW OF POSITION: Not only will this position be a bookseller (and all that entails), you will oversee your shift at Fabled and make sure everything is running smoothly. Our team leaders must have a highly-motivated work ethic and be able to give clear and respectful direction to other team members while keeping the flow of the space and the shift in mind. They will also be the point-person to handle any customer service concerns or shop-related issues while on shift. *This position is key in our operations truly succeeding: you are the link to making the vision for Fabled a reality by enacting the ideas, operations, and culture set by the leadership team.*

Responsibilities:

- Manage the bookshop while you are on shift, delegating to team members various tasks needed to make Fabled run efficiently
- Lead the staff in “Every Step” customer service while on shift, and resolve any customer service issues that arise
- Count down the drawers at the end of your shift and handle funds as directed.
- Communicate with Store Manager and/or Owners any pressing information, such as supply needs, staff concerns, operations deficiencies, etc.
- Follow through and lead out in any initiatives from Store Manager or Owners, implementing them on your shift and with your co-workers.

BOOKSELLER OVERVIEW:

- Initiating with customers, serving them with unparalleled insight, kindness, and hospitality for the entirety of their experience.
- Stocking, shelving, and organizing merchandise to give the customer the best possible experience, every single time.
- Taking initiative to maintain the cleanliness of the shop, bathrooms, event space, and cafe as a way of hosting our guests in the most wholistic way.
- Offering thoughtful book suggestions, continually growing in your own readership as you inspire others to do the same.
- Ultimately, representing Fabled excellently every day by embracing your job with character, work-ethic, honesty, and excitement.

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

- Takes initiative
- Hard-worker
- Able to delegate
- Attentive to space and customer needs
- Responsible and Trustworthy
- Team-player
- Positive attitude
- Integrity