

## ROUNABOUT BOOKS & CAFÉ – JOB DESCRIPTION

### **Job Title**

Bookseller-Barista

### **Duties & Responsibilities**

Demonstrate handselling excellence with customers of all ages, interests, and needs.

Demonstrate excellent interpersonal customer service skills in person, through email, and on the phone.

Demonstrate superior barista skills while maintaining an organized and clean café area.

Demonstrate knowledgeable and safe use of all café equipment.

Maintain cleanliness within and around the café while following all Health Department guidelines.

Demonstrate ability to shelve all books in their proper place and find books anywhere in the store.

Demonstrate ability to process special orders quickly and efficiently with our customers.

Maintain cleanliness and organization of the entire bookstore.

Collaborate with your team members to curate displays, create programs and projects, and host events.

Be a good team member through promptness, hard work, and pro-active approach to projects and problems.

### **Required Skills & Abilities:**

Excellent verbal and written communication skills.

Excellent interpersonal and customer service skills.

Excellent organizational skills and attention to detail.

Ability and willingness to learn all skills and responsibilities.

Ability to function well in a high-paced and at times stressful environment.

Proficient with PC's, Microsoft Office Suite, and related software.

### **Physical Considerations**

Booksellers spend all day on their feet, lift heavy boxes of books, and frequently move bookcases. A significant part of the day is spent shelving books with repetitive up and down movements, as well as small repetitive movements in the wrists and hands while making café drinks and processing orders.

Dust and printing ink are a part of our daily environment.