



Job Description – Book Seller

Cooperative : Vanier Co-op	
TITLE : BOOK SELLER	Application Deadline: August 23, 2019
DEPARTMENT : BOOKSTORE	
IMMEDIATE SUPERVISOR : BOOK DIVISION MANAGER	Email Cover Letter and Resume to: Easonh@vaniercollege.qc.ca
WORKING HOURS : FULL TIME 40 HOURS/WEEK	
JOB SUMMARY :	
<p>Under the responsibility of the Book Division Manager, the person appointed to the position of Bookseller is responsible for all activities related to receiving and return of books as well as marketing and maintaining an Accredited Bookstore. Responsible for handling, and marketing of books, as well as receiving, adjustments and computerized returns according to standards and procedures. Collaborates in promotional events, management and development of the business, as well as providing professional service to the co-op's clientele.</p>	

Functions	Skill Profile	Requirements
<ol style="list-style-type: none"> 1. Receiving and shipping the goods 2. Serving customers 3. Know the products and services 4. Contribute to the cooperative's mission 5. Operate back-to-school 	<ul style="list-style-type: none"> ✓ Show professionalism, initiative and autonomy; ✓ Be able to provide exceptional customer service ✓ Be able to carry out multiple activities head-on to achieve the goals; ✓ Maintains good relations with colleagues and superiors. 	<ul style="list-style-type: none"> ✓ High school diploma; ✓ Be able to regularly lift and handle boxes weighing about 40 lbs; ✓ Good knowledge of Word, Excel and Outlook software and Social Media ✓ Experience as a Book Seller ✓ Good Literary knowledge and knowledge of Canadian Book Market ✓ Knowledge of the cooperative environment is an asset.

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Functions*	Expected Results	Tasks
Receiving and shipping the goods	<p>1) Controlling the stock by ensure the receipt and shipment of the books are in order.</p>	<p>Receiving</p> <ul style="list-style-type: none"> ▪ Count the goods and check the quantity and quality of books received and contact suppliers to resolve problems with order receipt; ▪ Work together on labelling, shelving and storing products; <p>Shipping/return</p> <ul style="list-style-type: none"> ▪ Make book returns as specified on the pickup voucher; ▪ Write the return slips and package and ship the books to suppliers; ▪ Prepare packages to be shipped outside and drop them off at the collection point; ▪ Ensure that all items returned and shipments meet supplier requirements; ▪ Send a copy of the return vouchers to the bookseller to keep track of the credits; <p>Warehouse:</p> <ul style="list-style-type: none"> ▪ Ensure the cleanliness of the work environment.
Serving customers	<p>2) Warmly welcome customers within the co-op in order to establish and/or maintain a business and trusting relationship with the co-op.</p>	<ul style="list-style-type: none"> ▪ Perform courteous and professional service to customers and inform them about the various products and services in-store. If necessary, refer them to the person in charge; ▪ Welcome customers to the store with a smile, greet them, question tactfully and be available; ▪ Ensure all customer service operations within the Co-op and promote products and services to members; ▪ Create and maintain a bond of trust with teachers to be a benchmark for its sector; ▪ Do the bibliographical research needed to process orders; ▪ Make special orders; ▪ Participate in the prevention of shoplifting; ▪ Validate customer satisfaction with the service they receive; ▪ Receive complaints, deal with them and refer them as needed;

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<p>Advising customers on the purchase of products and services</p>	<p>3) Ensure that sales are promoted to help build customer loyalty.</p>	<ul style="list-style-type: none"> ▪ Analyze the characteristics of the books offered by the company; ▪ Present the characteristics of products and services, choose them to match the needs and profile of the clientele (student, teacher, staff of the institution); ▪ Offer books based on the customer's profile; ▪ Closing sales at the right time with a positive attitude; ▪ Make sure special orders are tracked for your sector.
<p>Contributing to the Co-op's mission</p>	<p>4) Perform any task that may contribute to the development and good operations of the cooperative</p>	<ul style="list-style-type: none"> ▪ Helping co-workers if needed ▪ Collaborate with the warehouse inventory; ▪ Promote the co-op's mission - the Co-op Advantage; ▪ Do all other tasks related to store operations on occasion; ▪ Ensure the opening and/or closure of the Co-op; ▪ Be at the cash as needed ▪ Participate in co-op employee meetings.
<p>Operate back-to-school</p>	<p>5) Ensuring that the sector's operations are well maintained during the start of the school year</p>	<ul style="list-style-type: none"> ▪ To see to the organization and proper functioning of the reception and distribution of school books; ▪ Controlling your emotions and stress ▪ Exercise the specific tasks of its sector during the school year.
<p>Communication</p>	<p>6) Communication Skills</p>	<ul style="list-style-type: none"> ▪ Be able to meet with representatives and school coordinators ▪ Knowledge of Mailchimp and social media ▪ Accompany the Book Specialist and participate in Book Fairs

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COMPETENCY PROFIL	
COMPETENCIES	DEFINITIONS
Respect ethics and values	<ul style="list-style-type: none"> ◆ Act consistently with the organization's values and adopt ethical behaviours. Be honest and trustworthy.
Sense of organization	<ul style="list-style-type: none"> ◆ To be able to carry out multiple activities head-on and multiple sources of information to achieve the objectives and get things done.
Customer reception	<ul style="list-style-type: none"> ◆ Be able to provide exceptional customer service in line with customers' needs and place customers at the centre of their concerns.
Teamwork	<ul style="list-style-type: none"> ◆ Being able to easily gain the trust and support of colleagues, encourages collaboration and is seen as a cooperative and capable of working as a team.
Development of a sales area	<ul style="list-style-type: none"> ◆ Be able to carry out operations related to the presentation of a sales space and the distribution of promotional material.
Resourcefulness	<ul style="list-style-type: none"> ◆ Be able to take responsibility and show determination and creativity in overcoming obstacles to achieve the goal.