

McNALLY JACKSON BOOKS

GOODS for the STUDY

Job Title: Senior Bookseller - Returns & Receiving
Location: McNally Jackson Books Seaport
Type: Full-time or Part-Time
Hours: Weekend Availability Required
Pay: Hourly \$17.75 (probationary)
Tier: 3 Bookseller
Report to: Roger Pantano, General Manager; Evan Owens-Stively, Assistant Manager

Job Overview

We are looking for a Senior Bookseller to process publishers receiving and provide back up on returns. Our Senior Booksellers are customer-facing and backroom professionals who handle duties such as book recommendations, restocking and shelving, running the cash register, info stations and phones, returns and receiving, as well as general store maintenance and upkeep. In addition to these duties, our Senior Booksellers are key-holders and assist in training fellow colleagues and maintaining the store environment to reflect McNally Jackson's principles of organization and aesthetics, providing the customer with our unique point of view and book browsing experience. For this position, 2 days of the schedule would be devoted to processing, receiving and/or returns. Filling in for other bookstores while receivers & returns booksellers are on vacation or out sick. Our booksellers are passionate about books and reading, as well as helping customers find the right book. Other responsibilities include processing web orders for in-store pickup and/or shipment, as well as opening and/or closing the store.

Roles & Responsibilities

- Physically moving incoming boxes and cartons to the receiving area.
- Receiving all packages into the POS against an invoice or transfer manifest.
- Checking and communicating all discrepancies and invoices to the accounting team.
- Collecting data regarding shipping costs and supply costs.
- Creating return manifests for damages and short ships and communicating with customer service reps from all publishers. Follow up as necessary regarding credits and claims and working with management to reorder damaged books.
- Communicating with the buying team regarding discrepancies in best discounts. Stickers all appropriate products including magazines and stationery.

- Attaching special order slips to the appropriate items and delivering these items to the front of house team to communicate with the customer.
- Communicating with the management team regarding supply reordering specific to receiving and returns.
- Appropriately manages waste and recycling of incoming packing materials including bubble wrap and boxes reserved for returns.
- Performs all packing and shipping and processing of returns to the publisher. Balances incoming credit memos to the appropriate return batch as required by accounting.
- Processes all incoming mail at your store's location, ensuring delivery to the right person.
- Process all incoming and outgoing transfers, including stationery and magazines. Stickers and restickers according to the individual store needs. Communicates with the ordering, warehouse, interstore, and accounting team any and all discrepancies and/or troubles with transfers.
- Performs all store directives for price changes or discontinuation of items.
- Responds to all directives from Central buying teams and Warehouse teams to pull and/or resticker/reprice product or discontinue, or transfer/return product to the warehouse/publisher.
- Follows all directives regarding pull and return lists as implemented by General Manager/Assistant Manager or Buying/Warehouse team.
- Performs all other general store responsibilities as necessary including answering phones, interfacing with customers, covering breaks for the sales floor team, generating staff picks, and general store maintenance.

Qualifications

- Attention to detail.
- Interested in providing a positive experience for our customers, including enthusiasm for upcoming books
- Proactive attitude
- Previous bookstore experience is a plus
- Exemplifies professional and ethical behaviors.
- Must be able to lift 40lb boxes

Perks:

- 40% Discount at McNally Jackson Books & Goods for the Study
- 50% Discount at McNally Seaport Cafe
- Paid Time Off

- Health Insurance (Dental & Vision) for full-time employees.

Email a resume, cover letter, and two references to jobs@mcnallyjackson.com. Please include "Seaport Returns" in the subject line. Make sure to include a few sentences about the writers and genres you gravitate towards in your cover letter. We are not considering applicants with travel plans between now - January 1st.

McNally Jackson Books is an equal opportunity employer and we invite you to apply for this position no matter how you identify, especially if you are from an underrepresented identity. Qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity or expression, pregnancy, age, national origin, disability status, genetic information, protected veteran status, or any other characteristic protected by law. If you are unsure if your work experience qualifies you for this position, we strongly encourage you to apply.

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