

The Assistant Bookstore Manager primarily assists the Bookstore Manager with general bookstore operations, taking orders, setting up accounts, and processing orders. This role reports to the Bookstore Manager.

**General tasks:**

- Interacts with customers in store, over the phone, and via email
- Answers questions, assists with finding items, talks about publications, recommends books, addresses any complaints or problems
- Explains and sets up wholesale accounts for churches and bookstores
- Authorizes desk and review copies upon request
- Receives and processes orders via the website, over the phone, email or fax
- Assists customers with minor tech needs (placing orders online, resetting passwords, etc.)
- Assists in managing STVQ subscriptions, as well as Press Club subscriptions
- Creates and sends invoices as needed
- Picks all orders and prepares for shipping
- Processes payments as needed (check, invoice payments, etc.)
- Authorizes and processes returns
- Assists with larger bulk orders (Amazon and SPCK)
- Assists with restocking bookstore from warehouse, as needed
- Restocks small supplies (paper, staplers, etc.), as needed
- Assists Bookstore Manager with inventory management and monitoring stock levels
- Assists with full inventory counts
- Assists with picking items for Press events
- Attends conferences on behalf of the Press, as needed
- Assists in shipping/receiving, as needed
- Works with the team to ensure that project/department milestones/goals are met and adhering to approved budgets
- Maintains a working knowledge of the Press catalog and other Orthodox publishers
- Other duties as assigned

**Requirements:**

- Strong project management skills
- Strong communication skills
- Strong time management skills
- Takes initiative and demonstrates flexibility in time and attitude to get the job done
- Team player
- Bachelor's Degree
- Experience with Bigcommerce or willingness to be trained
- Ability to lift 45 lbs
- 2-3 years customer service experience

*This job is a full-time salaried position, including benefits. On-site presence is required Mon-Fri during normal business hours 8:30am-5pm. Some weekday evening hours and travel on weekends may be required from time to time. The start date for this position is immediately.*

**To apply, please submit your resume and cover letter to Antwian Davis at [adavis@svots.edu](mailto:adavis@svots.edu).**