**NOTICE OF POSITION OPENING**

Position: **Retail Floor Manager**

Salary Range: $1.50 to $1.50+ hourly, depending on Title Wave experience

Schedule: Full time, schedule to be determined, based on the needs of the team

Position Closes: Saturday, April 12th, 2025 - Interviews to be held the week of the 13th

Reason for Posting: To add to our existing management team.

The Retail FM manages the employee work flow on the sales floor, and the customer experience at Title Wave Books.

**Responsibilities**: The FM is part of the management team that oversees the daily operation of all retail aspects of Title Wave Books. The successful candidate will work in conjunction with the business owner and current management team to achieve the company’s objectives. The FM insures that all sections, displays, signs, and other areas of the store are neat and organized, and that customers are being well-served by the Title Wave staff. The FM directly supervises booksellers and book buyers as required. The FM works closely with other managers to train and manage bookstore employees and reports directly to business owner and the General Manager.

The FM will also do other work throughout the store (working on the sales floor, helping customers, etc.) to develop and maintain skills in a variety of areas outside the main managerial focus of the position.

The FM will demonstrate strong leadership, management, and customer-service skills. Additionally, the FM will show a willingness to work cooperatively and flexibly with the Floor Manager team to cover one another’s shifts, as needed. The FM will lead by example, thinking like a business owner, and ultimately setting the pace for staff, based on the needs of the store as a whole. A consistently friendly, outgoing personality is essential.

**Qualifications**: A commitment to Title Wave’s sustainability and profitability, through excellent book knowledge and customer service is required. Familiarity with all store systems and procedures. Mastery of all bookselling and cashier duties is required. The ability to deliver quality results through the work of subordinates and work cooperatively with other members of management to achieve excellent sales and customer service. Above-average written and spoken communication skills. This is not a sit-down position—the FM must possess the ability to stand for extended periods of time and to set an energetic pace for all staff.

Knowledge of small business practices and retail trends, both in general and for the book-industry will make a better candidate. Future ability to understand Title Wave financial reports as generated by the business owner will be necessary.

**Interested Candidates** should submit a formal, typed (or emailed to info@wavebooks.co), letter of interest and a Title wave Books application no later than Friday, April. 12th. Interviews to be scheduled ASAP.

**Retail Floor Manager**

**Specific Job Standards Include, but are not limited to:**

1. Ensure that Title Wave—as a work place and a bookstore—remains a profitable, busy community business with an air of productivity and fun.
2. Assist in the effective training of employees, and work to improve and develop training systems.
3. Ensure that all employees are at assigned job stations and that each employee is working on assigned project or section.
4. Fluidly adjust floor coverage to daily traffic flow in order to meet the needs of the customers, for example: adding additional coverage to Registers/Information/Kids/Buy Counter when necessary, to provide excellent customer service.
5. Fluidly adjust own work duties to meet the requirements of the store based on daily customer traffic flow.
6. Deal effectively with any manager-related requests from customers, as well as from employees.
7. Ensure that all registers have change. Pull and secure excess cash from registers as needed. Closing duties to include registers count-out and reconciliation, bank deposits.
8. Perform all manager duties on register as required, for example: employee purchases, customer returns, paid-outs or purchase orders, etc.
9. Assist at registers and information counter as needed.
10. Constantly monitor customers and employees throughout the sales floor to ensure that customer service standards are met, that product is secure, and that the store is clean and orderly. Monitoring will be done by constant walk-throughs.
11. Make supervisory decisions as deemed necessary.
12. Report all employee problems such as tardiness, call-ins, or general Standards of Conduct violations to Angela on a daily basis so that proper paperwork and procedures can be adhered to immediately.
13. Know, follow and enforce Title Wave’s Standards of Conduct as listed in the employee handbook, including the redirection of employees not adhering to our standards of productivity.
14. Open and close the store as scheduled.
15. Ensure that employees maintain a friendly, upbeat and approachable attitude at all times. The FM will uphold and deliver excellent customer service.
16. Be a role model to other employees for attendance, dress, overall speed, and other Title Wave Standards of Conduct.
17. Perform any other duties as assigned.