

Job Title: Bookshop Sales Advisor

### Job Description

The Bookshop Sales Advisor, reporting to the Operations Manager, is responsible for providing exceptional customer service and contributing to the smooth daily activities of the shop. As a key representative of the Cathedral, this role involves assisting visitors and customers, answering their questions, managing inventory, processing sales, and maintaining the overall presentation of the shop. The Bookshop Sales Advisor works to ensure other staff, clergy, customers and visitors have a meaningful and positive experience, reflecting the values and mission of the Cathedral.

### Job Specification

Reports To: Operations Manager and Bookshop Team Leader

Location: Galway Cathedral

### Overview

The Bookshop Sales Advisor is responsible for providing exceptional customer service and contributing to the smooth daily activities of the shop. This role involves assisting visitors and customers, answering their questions, managing inventory, processing sales, and maintaining the overall presentation of the shop. The Bookshop Sales Advisor plays a vital role in welcoming visitors and ensuring they have a meaningful and positive experience, as well as other staff, clergy, parishioners and customers, reflecting the values and mission of the Cathedral.

### Key Responsibilities:

#### 1. Customer Service and Visitor Engagement:

- Greet customers and visitors warmly, offering assistance with book and gift selections.
- Provide information about the Cathedral, its history, and upcoming events to visitors, ensuring they feel welcome and informed.
- Answer questions from both tourists and parishioners about the Cathedral, its services, and the products available in the shop, making you often the "face" of the Cathedral.
- Offer knowledgeable recommendations on religious books, devotional items, and other gifts, ensuring they align with customers' needs.

#### 2. Sales Transactions:

- Operate the cash register and point-of-sale system efficiently, handling payments through cash, credit cards, and other methods.
- Issue receipts, process returns and exchanges in line with shop policies and maintain an accurate cash drawer.
- Promote any ongoing sales, special offers, or new items available in the shop.

#### 3. Inventory Management:

- Receive, unpack, and stock new inventory according to the approved procedures, ensuring that all items are labelled and displayed properly.

- Monitor stock levels, assist with reordering when necessary, and conduct regular inventory counts.
- Keep the gift and book areas well-stocked, ensuring popular and seasonal items are readily available for customers.

#### 4. Shop Presentation and Merchandising:

- Ensure the shop is clean, well-organised, and visually appealing to customers and visitors.
- Display books, gifts, and other items in a way that promotes key products.
- Rotate stock and update displays regularly to feature new arrivals, seasonal items, or event-related merchandise.

#### 5. Visitor Information and Support:

- Serve as an informative point of contact for visitors, answering questions about the Cathedral, upcoming events, services, and local information.
- Provide maps, brochures, and other visitor resources to help enhance their experience of the Cathedral.
- Guide visitors to other areas of the Cathedral or its grounds as needed and refer them to additional services or departments for further assistance.

#### 7. Product Knowledge:

- Develop a strong understanding of the shop's inventory, especially religious books, gifts, and items of spiritual significance.
- Stay updated on new releases, devotional items, and unique products that may interest visitors or parishioners.
- Be able to explain the significance of particular religious texts, sacraments, and the symbolism behind various gift items.

#### 8. Administrative Support:

- Answer phone calls and emails, handling inquiries about product availability, special orders, or general questions about the shop.
- Assist with clerical duties such as filing, managing records, and preparing daily sales reports.
- Support the Team Leader with additional tasks as needed, such as preparing online orders or managing shipments.

#### 9. Loss Prevention:

- Be vigilant in observing customer behaviour and ensure that all items are treated respectfully.
- Follow procedures for preventing theft and report any suspicious activity or incidents to the Team Leader or Operations Manager.

#### Skills and Qualifications:

- Excellent customer service and communication skills, with a friendly, welcoming attitude.
- Ability to engage with a wide range of visitors, including tourists, parishioners, and local community members.
- Strong organisational skills and attention to detail.
- Basic numeracy skills and proficiency with point-of-sale systems and cash handling.
- Knowledge of Catholic spirituality alongside knowledge of or willingness to learn about religious literature and devotional items as well as the Cathedral's history and mission.

- Previous experience in a retail or customer service role is preferred.
- Ability to prioritise well in a busy environment and handle visitor inquiries with patience and warmth.

Personal Attributes:

- A strong commitment to the mission and values of the Cathedral Parish and the Catholic Church.
- Friendly, approachable, and knowledgeable, with a pastoral mindset when dealing with visitors.
- High level of integrity and professionalism in all aspects of the role.

Working Conditions:

This position is full-time, with varying hours week to week, over five days, including weekends and evenings as required.

Remuneration:

Compensation will be based on experience and qualifications, in line with the Cathedral's pay scale and employment policies.