



October 2026

JOB DESCRIPTION

Job Title: Bookstore Retail & Operations Manager

Overview:

The Retail & Store Operations Manager is responsible for the smooth day-to-day running of Soma Nami Books' physical bookstore.

The role combines retail management, store operations, stock and inventory management, order coordination, customer service and staff supervision.

The Manager is expected to take ownership of the store's daily operations, ensuring that it is well-run, adequately stocked, commercially productive and welcoming to customers.

This is a hands-on role within a small business. The Manager will be expected to work closely with the Director and staff, take initiative, solve day-to-day problems and support different areas of the business as required.

Key Responsibilities:

1. Store & Retail Operations

- Oversee the day-to-day running of the bookstore, including opening, closing, general organisations and store readiness.
- Ensure the store is clean, organized, well-stocked and presented to a good standard.
- Ensure books and other products are correctly displayed, priced and replenished.
- Monitor daily sales and store activity and address operational issues promptly.
- Ensure POS, cash handling and other store procedures are followed correctly.
- Ensure store policies, procedures and security measures are followed.
- Support the smooth running of bookstore events and activities when required.

2. Stock, Inventory & Orders

- Plan stock requirements based on sales, available stock, customer demand and upcoming activities.
- Coordinate and track approved orders with suppliers and publishers.
- Follow up on outstanding orders and deliveries.
- Receive and check incoming stock against orders and delivery documentation.
- Ensure new stock is correctly recorded, priced, labelled and placed in the store.
- Maintain accurate inventory records and regularly monitor stock levels.
- Identify fast-moving, slow-moving, low-stock and out-of-stock titles.

Soma Nami Books is a Hadithi House Limited Brand

Soma Nami Books | The Greenhouse Mall, Ground Floor, Suite 12, West Wing

Tel: +254 705 548 052 | E: info@somanami.co.ke | w: www.somanami.co.ke

Internal

- Conduct regular stock counts and investigate discrepancies.
- Prepare agreed stock and inventory reports for the Director.

3. Sales & Customer Service

- Work towards agreed store sales targets.
- Monitor sales and identify opportunities to improve store performance.
- Ensure customers receive friendly, helpful and knowledgeable service.
- Support staff to recommend books and assist customers effectively.
- Handle customer queries and complaints and escalate issues where necessary.
- Support promotions, merchandising and other initiatives aimed at increasing sales.
- Monitor customer feedback and identify opportunities to improve the customer experience.

4. Team Supervision

- Supervise and coordinate bookstore staff and daily duties.
- Ensure staff understand their responsibilities and daily priorities.
- Monitor staff attendance, performance and adherence to store procedures.
- Provide day-to-day guidance, coaching and feedback.
- Encourage teamwork, accountability and good customer service.
- Raise significant performance, attendance or conduct issues with the Directors.

5. Administration & Reporting

- Maintain accurate store, stock, order and supplier records.
- Ensure daily sales and operational information is recorded accurately and on time.
- Prepare agreed weekly and monthly reports covering sales, stock and orders.
- Support reconciliation of sales, POS, cash and other payment records as required.
- Keep track of operational needs and raise issues requiring management attention.
- Provide general administrative support relating to bookstore operations.

6. Events & Business Support

- Support the operational planning and delivery of bookstore events, launches, book clubs and other activities.
- Ensure appropriate stock, staffing and store preparation for events.
- Support external events where required.
- Assist the Directors with other reasonable tasks related to the running and growth of the bookstore.
- Identify practical ways to improve store operations, customer experience and sales.

Skills & Qualifications

- Minimum 3 years' experience in retail, store management, inventory management or a similar role.
- Experience supervising or coordinating a small team.
- Good understanding of retail and stock management.
- Strong organizational and administrative skills.
- Good numerical and record-keeping skills.
- Comfortable using POS, inventory and basic office systems.

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- Good customer service and communication skills.
- Able to work independently and take ownership of day-to-day responsibilities.
- Practical, reliable and solutions-oriented.
- Ability to manage several responsibilities in a small-business environment.
- Knowledge and interest in books, literature and publishing is a big advantage.
- A diploma or bachelor's degree in business, retail, operations or a related field is an advantage but not essential where the candidate has relevant practical experience.

Working Conditions

This is a hands-on bookstore management role. The Manager will spend most of their working time in the bookstore and should be comfortable actively supporting day-to-day store activities.

The role may involve standing for extended periods and lifting, moving and carrying boxes of books and other stock.

Occasional evening or weekend work may be required for bookstore events or other business activities.

The role may also require occasional attendance at external events across Nairobi.

Location

Soma Nami Books, The Greenhouse Mall, Ngong Road, Ground Floor, Suite 12, Nairobi, Kenya

Applications

Interested candidates should submit the following to businesssupport@somanami.co.ke

1. CV - Maximum 2 pages.

2. Statement of Interest - Maximum 1 page. Please explain how your experience fits this role and highlight 2 to 3 specific achievements from your previous work that demonstrate your ability to manage retail operations, stock, orders, customers and/or a team.

Please submit the CV and Statement of Interest as one PDF, using the subject line:

Application – Retail & Operations Manager – [Candidate Name]

Applications will be reviewed on a rolling basis.

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Key Performance Indicators (KPIs)

Performance will be assessed against agreed targets and standards, including:

Sales

- Achievement of agreed monthly and annual store sales targets.
- Consistent monitoring of sales and identification of opportunities to improve performance.

Stock & Inventory

- Maintain inventory accuracy of at least 98%.
- Stock received, recorded, priced and shelved accurately and within agreed timelines.
- Regular stock counts completed.
- Stock discrepancies identified and addressed promptly.
- Appropriate management of stock levels, including reducing avoidable stock-outs and overstocking.

Orders

- Orders planned and submitted within agreed timelines.
- Orders tracked through to delivery.
- Outstanding or delayed orders followed up promptly.
- Receiving discrepancies identified and resolved.

Store Operations

- Store consistently maintained to agreed standards of cleanliness, organisation and presentation.
- Opening, closing and daily store procedures completed correctly.
- Operational issues addressed promptly.
- POS, cash and store procedures followed consistently.

Customer Service

- Customers receive professional and helpful service.
- Customer complaints and queries handled promptly.
- Positive customer feedback and repeat business encouraged.

Team Management

- Staff duties and daily priorities clearly communicated.
- Staff performance and attendance monitored consistently.
- Staff receive appropriate guidance and feedback.
- Team operates cooperatively and meets agreed standards.

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Reporting

- Sales, stock, order and operational reports submitted accurately and within agreed timelines.
- Significant issues are escalated to the Directors promptly.

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