



POSITION DESCRIPTION

Job Title: Bookstore Assistant/Bookseller

Position Overview:

As a Bookstore Assistant, you will play a key role in providing exceptional service to our customers and helping to maintain the day-to-day operations of the bookstore.

Key Responsibilities:

1. Customer Service & Sales Support

- Provide exceptional customer service by assisting customers with inquiries, locating books, and offering recommendations.
- Process transactions at the till/register, including handling payments and giving change.
- Assist with online orders and customer inquiries via email, social media, and phone calls.

2. Inventory & Stock Management

- Assist with receiving and shelving new inventory, ensuring books are organized and displayed effectively.
- Support inventory management by conducting regular stock checks and helping reorder books as needed.

3. Merchandising & Visual Display

- Help create engaging in-store displays to promote featured books and special offers.
- Ensure books are attractively arranged and easy for customers to browse

4. Marketing & Community Engagement

- Contribute to promoting bookstore events and special offers through social media and other marketing channels.
- Support community-building initiatives that increase store visibility and customer engagement.

5. Events & Special Projects Support

- Assist with special projects and events such as: Author signings, Book clubs, African book fair, Workshops
- Provide operational and customer support during events as needed.

6. Store Operations & Housekeeping

- Maintain the cleanliness and organization of the store, including dusting shelves, sweeping, and general upkeep.
- Help ensure the store remains welcoming, tidy, and functional for customers and staff.
- Other roles may include administrative duties such as assisting with newsletter content, research on market trends etc.

Soma Nami Books is a Hadithi House Limited Brand

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

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Internal

Expected Skills and Experience:

1. Excellent customer service and communication skills, with the ability to engage and assist customers in a friendly and professional manner.
2. Ability to work effectively in a team environment, as well as independently when needed.
3. Strong organizational skills and attention to detail, with the ability to multitask and prioritize tasks.
4. Basic computer skills, including experience with point of sale systems and basic knowledge of email and social media platforms.
5. Physical ability to lift and carry boxes of books and perform light cleaning duties.
6. Familiarity with social media marketing and online sales platforms.
7. Proficiency in office productivity software, including Microsoft Office suite and/or Google Workspace / Zoho Workspace

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 abilities.

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

Application – Bookstore Assistant – [Candidate Name]

Applications will be reviewed on a rolling basis.

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