

**Updated:** October 1, 2024  
**Title:** Bookselling and Customer Service Associate  
**Staff Group:** Publications  
**Reports To:** Bookstore Manager  
**Location:** Boston, Massachusetts (onsite)  
**Job Category:** Administrative I, full-time  
**Hours/Week:** 35

### **Purpose**

To provide front-line customer and sales support for inSpirit: The UU Book and Gift Shop; monitor, receive, and process book/merchandise orders and handle related customer needs; work with the bookstore Manager, Assistant Manager, and the larger Publications staff group to promote and distribute Skinner House Books, Beacon Press, and UUA publications along with all other outside books and merchandise carried by inSpirit.

### **Principal Responsibilities**

1. Serves as inSpirit's primary daily customer contact.
2. Receives and processes online, email, mail, phone, and walk-in orders and payments; confirms discounts and product availability; recommends shipping methods; responsible for order quality control and keeps concise transactional notes in our system.
3. Responds to customer inquiries regarding order status and the status of Skinner House/UUA materials being reprinted or revised; maintains up-to-date backorder files and troubleshoots problems.
4. Answers customer questions concerning billing and shipping; keeps appropriately detailed records and corresponds with the warehouse as needed.
5. Performs office support tasks: word processing, photocopying, filing, organizing, etc.
6. Informs customers of new books/non-book products and sales promotions as they become available; helps congregations select resources for membership and worship.
7. Maintains good working knowledge of inSpirit's changing inventory.
8. Participates actively in the preparation, setup, operation, and breakdown/packing-up of large inSpirit booth at General Assembly (GA) during years when the UUA hosts an in-person GA
9. Assists with congregational outreach to promote inSpirit's book table, book fair, and local author event services; works with Manager and Assistant Manager to coordinate bookstore service logistics with warehouse.
10. Maintains customer/product database for order fulfillment, including returns and invoice processing. Confirms shipped invoices and tracks unshipped invoices for customers.
11. Assists with physical and online merchandising/display; takes photos and generates graphics for inSpirit website and social media.
12. Works closely with Manager and Assistant Manager in choosing new NOP (not-our-product) book titles and non-book merchandise for acquisition.
13. Assists periodically with local sales at conferences, meetings, congregational gatherings, and author events.
14. As a member of the Publications staff group, assists in formulating and carrying out bookstore-related marketing initiatives when needed.
15. Performs other duties as requested by Manager, Assistant Manager, the Director and Associate Director of Publications, the Executive Vice President, or the President.

### **Qualifications**

This is a non-exempt position with an expected hourly rate midpoint of \$30.44. Compensation may vary based on factors such as experience, qualifications, and geographical location, with offers potentially ranging from 10-15% higher or lower than the midpoint. Note that qualifications may be met as a result of lived experience, volunteer work, professional experience, and/or formal or informal training. Requirements include:

- High School diploma or equivalent required
- Relevant experience in retail, customer service, recordkeeping and/or other related work
- Excellent customer service and organizational skills – must be able to deal tactfully with the public.
- Detail-oriented with a strong work ethic; is reasonably flexible with workload and time availability (e.g., sometimes, bookselling events occur during off-hours; comp/offset time is part of benefits package)
- Demonstrates strong interpersonal skills, excellent judgment, hospitableness, and strong math skills
- Proficiency with Microsoft Windows and Microsoft Office Suite (Word, Excel, and Outlook)
- Database and/or webpage editing experience is helpful
- Familiarity with Unitarian Universalism a plus
- Access to a major airport due to the limited travel requirements of this position
- Understanding of issues around anti-racism, anti-oppression, and multiculturalism
- Work or lived experience with BIPOC communities is of particular value
- Eagerness to work in an organization in which the dismantling of white supremacy is a high priority

### **How to Apply**

People with disabilities, people of color, indigenous people, Hispanic/Latinx, and LGBTQ candidates are encouraged to apply. The UUA is committed to developing a diverse and talented staff team. If you are excited about this role, but are unsure whether you meet 100% of the requirements, we encourage you to inquire and/or apply. Send cover letter and résumé—indicating “Bookselling and Customer Service Associate” in the subject line—via e-mail to [careers@uua.org](mailto:careers@uua.org).

### **About the UUA**

The Unitarian Universalist Association is a progressive religious denomination headquartered in Boston’s waterfront Fort Point Innovation District. Our faith community of more than 1,000 self-governing congregations brings to the world a vision of religious freedom, tolerance, and social justice. Our normal workweek is 35 hours, we pay 80% contribution towards health insurance premiums, 10% towards retirement (after one year), and have generous paid time-off policies. We are a great place to work, and we value diversity. The UUA is an Equal Opportunity Employer and is committed to the full inclusion of all. As part of this commitment, the UUA will ensure that applicants and staff with disabilities are provided reasonable accommodations. If reasonable accommodation is needed to participate in the job application or interview process, to perform essential job functions, and/or to receive other benefits and privileges of employment, please contact the Department of Human Resources at [careers@uua.org](mailto:careers@uua.org). For more information on the UUA, visit us online at [UUA.org](http://UUA.org) and [uuworld.org](http://uuworld.org).

### **Support for the Mission and Values of the Association**

The Unitarian Universalist Association is a progressive and historic religious denomination. All UUA staff members are expected to perform their job duties in accordance with the UUA’s values, principles, and mission. Unitarian Universalism puts love at the center of our commitments, which embrace the Shared Values of justice, equity, transformation, interdependence, pluralism and generosity. The following points drawn from these Shared Values are of particular importance for the UUA’s work environment and staff culture:

- Pluralism and generosity: We affirm the need for a human-centered workplace that allows our diverse staff to flourish. We also understand that our wider culture and society oppresses and denies human dignity, and we seek to counter the effects of that oppression in our hiring and workplace culture so that each person feels whole and valued.
- Justice and equity: We speak openly and publicly of our support for social and political issues, including LGBTQ equity, racial justice, climate justice, gender equity, and reproductive justice.
- Interdependence and transformation: We recognize that the liberation of all people is interwoven, and we work to counter patriarchy, white supremacy, colonialism, homophobia, transphobia, environmental exploitation, and other interrelated systems of marginalization.