



CHARTER  
*Books*

CHARTER BOOKS

8 Broadway • Newport, RI 02840  
401-236-8678 • info@charterbookstore.com

# APPLICATION FOR EMPLOYMENT

Dear applicant,

Thanks for your interest in the lively experiment of Charter Books. We take the matter of hiring very seriously and we're grateful for your time and effort in completing this application. The work here is customer oriented, very detailed, and often physically demanding. To be successful at Charter Books one must possess a passion for the written word and for our community.

## Frontline Bookseller Job Description & Requirements:

The primary focus of this position is to provide frontline service for all customers in the store, over the phone, or online. It is essential that this individual continually works to engage customers and ensure that we provide the highest quality customer service. This individual will also be responsible for processing sales and transactions. This position reports to Store Manager.

### Essential Functions:

- Uphold highest customer service expectations
- Work with marketing team to successfully share events/program offerings
- Manage and execute any marketing or customer service strategies as they evolve
- Assists customers on the sales floor
- Process sales and transactions with efficiency and accuracy
- Other duties as assigned

### Preferred Requirements / Qualifications:

- Demonstrated retail experience
- Excellent customer service, communication, and interpersonal skills
- Love of working with customers in a retail environment
- Basic business computer literacy; ability to train on bookstore inventory and POS software, including processing of web orders and vendor or customer inquiries
- Ability to work independently and as a part of a team
- Ability to handle multiple tasks and priorities while maintaining a strong attention to detail
- Love of books and reading
- Physical requirements
  - Must be able to lift 50lbs. and stand for extended periods of time
  - Willing to wear a face covering and maintain social distancing throughout entire shift

### Additional Expectations

- This position will involve working many evenings and weekends per month
- Vacation requests require two weeks prior notice
- COVID-19 is continuously changing our business model; must be willing to adapt to the latest requirements for retail establishments as stipulated by state and federal authorities



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### YOUR INFORMATION

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Email Address: \_\_\_\_\_ Phone Number: \_\_\_\_\_

How long have you lived at this address? \_\_\_\_\_ Are you age 18 or older? Yes  No

Are you a U.S. citizen? Yes  No  If no, work permit # \_\_\_\_\_

Date you are able to start \_\_\_\_\_ Wage requirements \_\_\_\_\_

Flexibility is an important factor when considering candidates for hiring, including the ability to work evenings, weekends, and holidays. Hours of operation vary at each store and can change during the year. You may begin as early as 8:45 am or end as late as 9:30 pm. Please be specific when you would be available to work and when you are unavailable to work on a regular basis.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Describe your current commitments. (Include conflicts, classes, other jobs, other regular commitments, times you expect to be out of town, etc.)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Are you able to work evenings? Yes  No  Weekends? Yes  No  Holidays? Yes  No

Can you travel if required by this position? Yes  No

Have you ever been terminated from a job for any reason? Yes  No

How were you referred to us?

\_\_\_\_\_

**Please include a resume detailing employment history and education**



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READER & BOOKSELLER BACKGROUND

What are your favorite books, genres, and authors?

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What are you reading right now? \_\_\_\_\_

How many books have you read in the past year? Print \_\_\_\_\_ eBook \_\_\_\_\_ Audiobook \_\_\_\_\_

Describe the very best customer service experience you've ever encountered. Is there any way it could have been improved?

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Describe a recent negative experience. How did you deal with the situation? What would you do differently if you could?

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How would your past employers describe you? \_\_\_\_\_

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What areas of expertise can you bring to Charter Books? (Be specific, e.g., language skills, technical computer skills, marketing & social media, graphic design, storytelling, working with kids).

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Pretend you are writing a staff pick. In 100 words or fewer, describe the book and why our customers should read it.

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Answer the following question without using any version of the phrase "I love books." Why would you like to work at Charter Books? What are your expectations of having a job here?

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Please list at least 3 references not related to you whom you have known at least one year. If possible, please include at least one professional reference.

Name	Phone	Relationship	Years known

Charter Books is an equal opportunity employer and does not discriminate on the basis of race, color, religious creed, national origin, gender, gender expression, marital status, sexual orientation, veteran status, disability, or with regard to public assistance. All information obtained in connection with this application is strictly confidential. We will keep your application and supporting documents on file for 12 months. If we are interested in your application, we will contact you.

By signing your name below, you understand and agree to the following:

1. I voluntarily give my consent to Charter Books to make a thorough investigation of my past employment.
2. In the event of my employment at Charter Books, I will comply with all rules and regulations as set forth by the company. I certify that all statements made by me in this application are true and complete to the best of my knowledge and that I have withheld nothing that, if disclosed, would affect this application unfavorably. I understand that if I am employed at Charter Books, any false statement on this employment application shall be considered sufficient cause for dismissal.

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

You may attach any other documents or information that might be of interest to us in considering your application. Please return your application and resume with detailed employment and education history via email to info@charterbookstore.com