

Card Table Republic is hiring a part-time Customer Service Specialist.

Job Overview

We are looking for a friendly, reliable, and enthusiastic team member to join our trading card and board game shop in Davison, Michigan. This role focuses on customer service, retail operations, and supporting in-store gaming events. Ideal candidates enjoy tabletop games, trading card games (TCGs), and building a welcoming community environment.

Requirements

- Must be 18 years of age or older
- Must pass a background check
- In-depth knowledge of Magic: The Gathering
- Personable, reliable, honest, punctual, and able to work flexible part-time hours
- Able to work evenings, weekends, events, and/or peak business periods
- Able to open and close and work independently
- Strong customer service skills
- Strong communications skills (speaking, reading, writing)
- Interest in trading card games, board games, or tabletop gaming preferred
- Able to work in a fast-paced environment
- Able to stand, move, bend, and lift up to 40 pounds

Preferred (Not Required)

- Familiarity with games such as Pokémon, One Piece, Gundam, Flesh and Blood, Lorcana, Warhammer, Dungeons & Dragons, or modern board games
- Knowledge of card values and sets
- Experience running tournaments or community events
- Basic knowledge of sleeves or collectibles

Responsibilities

- Customer Service

- Strong customer engagement and customer service skills
- Greet and interact with customers
- Provide knowledgeable recommendations on trading cards, board games, accessories, and events
- Teach games to customers
- Learn product details to assist both new and experienced players

- Retail Operations

- Open/close duties (key holder)
- Accurately operate the point-of-sale (POS) system and handle cash/card transactions
- Follow all cash-handling procedures and store security protocols
- Stock shelves, organize merchandise
- Ensure shelves and displays are clean, organized, fully stocked, and visually appealing
- Maintain store cleanliness and store standards
- Assist with buying, sorting, and organizing trading card inventory
- Assist with receiving, unpacking, checking in, labeling, input into the POS system, and organizing incoming merchandise
- Report received merchandise discrepancies and damaged goods to management
- Record pre-orders and special orders in internal worksheets
- Report inventory issues, gaps, or opportunities to management

- Event Management

- Run and support in-store events, tournaments, and game nights
- Ensure event space and event materials are event ready
- Willing to become a judge for TCGs

- Community Building

- Maintain a friendly and inclusive atmosphere for all customers

- Team & Culture

- Provide excellent customer service
- Collaborate with peers and management
- Demonstrate operational excellence
- Support training of new team members when needed
- Continuous learning and gaining knowledge

Benefits

- Paid sick days
- Paid holidays
- Employee discounts

Pay

Pay is commensurate with experience.

How to Apply

Please

email your resume to cardtablerepublic@gmail.com

or

deliver in person to 8467 Davison Rd., Davison, MI