

Concord Church Position Description
Job Title: Bookstore Manager
Reports to: Human Resources Director
Updated: July 17, 2019
Exempt

General Summary

The Bookstore Manager is responsible for the overall daily operations associated with the retail bookstore including but not limited to cash handling responsibilities, product merchandise assortment, inventory management, replenishment, data and analytics, volunteer management as well as greeting and assisting Bookstore Customers with sales, inquiries and issues.

The Bookstore Manager exhibits the four Core Values of Concord Church:

- ***Boldness for Christ:*** *Unapologetically representing Christ to the world. (Phil. 1:20)*
- ***Passion for People:*** *Intentionally cultivating lifegiving relationships. (John 13:35)*
- ***Catalyst for Change:*** *Relentlessly transforming our city. (Jer. 29:7)*
- ***Hunger for More:*** *Radically pursuing what God has next for me. (Matt 5:6)*

Essential Functions

- Complete store operational requirements by scheduling and assigning employees; following up on work results.
- Maintain store staff including volunteers by recruiting, selecting, orienting, and training employees.
 - Coordinate with Bookstore Coordinator to provide assignments for bookstore volunteers during events and Sunday activities and ensure completion.
- Maintain store staff performance results by coaching, counseling, and disciplining employees; planning, monitoring, and appraising job results.
- Achieve financial objectives by preparing annual budget, scheduling expenditures, analyzing variances; initiating corrective action.
- Identify current and future customer requirements by establishing rapport with potential and actual customers and team members in a position to understand service requirements.
- Ensures availability of merchandise and services; maintaining inventory.
- Formulate pricing policies by reviewing merchandise activities; determining sales promotions; authorizing sales; studying trends.
- Markets merchandise by studying advertising, sales promotion, and display plans; analyzing operating financial statements for profitability ratios.
- Secures merchandise by implementing security systems and measures.
- Protect employees and customers by providing a safe and clean store environment.
- Maintains the stability and reputation of the store by complying with legal requirements.
- Determine marketing strategy changes by reviewing operating and financial statements and department and category sales records.

- Maintain professional and technical knowledge by attending technical workshops; reviewing professional publications; establishing personal networks.
- Maintain bookstore operations by initiating, coordinating, and enforcing program, operational, personnel policies and procedures.
- Collaborate with church staff by providing ministry resources in the bookstore.
- Oversee and manage weekly sermon duplication operations, including developing employees, updating sermon graphics, organizing and storing discs, troubleshooting and repairing printers, ordering supplies and fulfilling weekly sermon orders.
 - Coordinate with the Multimedia Department to ensure receipt of recorded sermons.
- Attends and successfully completes all training as required by Concord Church.
- Performs other duties as assigned.

Supervisory Responsibilities

This position supervises the Bookstore Team and Volunteers.

Skills and Qualifications

Customer Focused, Budget Expertise, Pricing, Vendor Relationships, Market Knowledge, Results Driven, Critical Thinking, Verbal and Written Communication, Customer Relationships, Management Profanely

Education and Experience

This position requires a minimum of a high school diploma. A Bachelor's degree is preferred but not required.

This position requires a minimum of five (5) years of retail management experience, including experience with POS software, supervisory responsibility, and inventory management.

Physical Requirements

An employee in this position primarily works in a typical office or retail bookstore environment and uses computers, calculators, phones, printers, and other office equipment to fulfill the position duties. An employee in this position is required to walk, hear, speak, and stand to interact with customers, church members, and volunteers. The ability to stand for extended periods of time is required. Must be able to lift up to 40 pounds (stock bookstore merchandise) Work is conducted in a fast-paced, rapidly changing environment. The ability to manage stress, build professional and collaborative relationships, and reason through complex church business situations is required. A flexible schedule is required since this position requires evening and weekend work.

Travel Requirements

This position often runs errands on behalf of the church. A valid Texas drivers' license and acceptable motor vehicle record is required.

Concord Church Membership

This position is required to be a member of Concord Church. Employees in this position are expected to sincerely hold the same religious [beliefs](#) as expressed by Concord Church.