

# Royal Christian Bookstores & Cafés

<b>Job Title</b>	<i>Bookstore Manager – Royal Christian Bookstores &amp; Cafés</i>
<b>Reports To</b>	<i>Mary W. Lyons, Director of Operations &amp; Planning</i>

## **Job Purpose**

The Bookstore Manager is responsible for the overall daily operations associated with the bookstore and café including, but not limited to, retail sales management, bookselling, and inventory management. The Bookstore Manager provides high quality customer service, maintains and inventories merchandise, and coordinates promotional events.

## **Bookstore Manager Essential Duties and Responsibilities**

### *Management and Operations*

- Achieve financial performance initiatives as directed by Senior Management in the following areas of accountability: sales, gross margin, discount budgets, payroll / schedule budgeting and forecasting, expense control, as well as other initiatives.
- Lead the store sales teams in sales and service, ensuring guest satisfaction, achievement of sales and profitability, and other metrics.
- Ensure the maintenance of fiscal reporting procedures within the store and café, including accounts receivables and payables, inventory reports, daily sales recaps, and daily bank deposits in full compliance with established company policies.
- Become a strategic partner within the community through active involvement, relationships, and business support.
- Attract, select, and retain top talent for the store.
- Learn and instill the culture, organization, operations processes and policies at store level.
- Develop associates to promote growth within the store, implementing training initiatives and providing continuous coaching.
- Develop strategies to increase sales and grow the business; remain current with industry and market trends; track all sales to look for trends.
- Research potential new books and products to be carried; eliminate all products which are no longer selling.
- Supervise the Inventory Specialist to ensure increasing sales growth of the online bookstore.
- Implement and manage merchandising, fixturing, store design and layout for current and all future stores.
- Make periodic physical spot checks to ensure that computerized records are being maintained accurately.
- Lead and direct paid bookstore and café staff and volunteers.
- Perform other duties as assigned by Senior Management.

### *Customer Service*

- Demonstrate and cultivate true ownership of the Royal Christian Bookstores and Cafés brand.
- Hold self and team accountable to delivering exceptional guest experiences.
- Demonstrate and grow in understanding of Christian products.
- Execute selling behaviors consistently with excellence achieving company financial goals and ministry objectives.

- Seek, listen, and respond to guest feedback appropriately; resolve guest concerns gracefully.
- Handle special orders, provide pricing information, and perform consultative selling to guests.
- Establish and maintain key vendor and publisher relationships.

### **Key Attributes**

- A heart for worshipping God.
- A minimum of 3 years previous retail management and inventory maintenance experience required, preferably in a bookstore environment.
- Positive track record of driving sales results through team building and coaching; ability to cultivate a team spirit within the store.
- High level of interpersonal skills associated with an extraordinary customer service commitment to responsiveness and customer satisfaction.
- Commitment to work flexible schedules, including evenings and weekends, as dictated by the needs of the business.
- Familiarity and prior working knowledge of bookstore manager software strongly preferred.
- Proficiency with point of sale software.
- Physical stamina sufficient to stand during entire shift, as well as move and lift boxes up to 50 pounds.
- Must have a good eye for design and merchandising.
- Experience in Christian ministry and an interest in outreach through Christian literature.
- Must possess strong organizational skills with excellent attention to detail.
- Must be a conceptual thinker; able to thrive in a sales-driven environment.
- Exceptional time and schedule management.
- Operate with a sense of urgency and a high attention to detail.
- Excellent communication, organization and file management skills.

*Resumes and cover letter should be submitted via email to: [Hr@livingwd.org](mailto:Hr@livingwd.org)*