

THE POINTE BOOKS, BLOOMS & COFFEE

JOB DESCRIPTION

Job Title:	Operations Manager	Contact: Wanda Milian
Reports To:	Store Manager	Phone: 713-551-8717
FLSA Status:	Exempt	Email: fprogue@wvumc.com
Division:	Bookstore	Fax: 713-721-9647
Pay Range:	Negotiable	Mail to: 12401 S. Post Oak Houston, TX 77045

Objectives

- Foster a dynamic bookselling culture that encourages the social, educational, relational and cultural development of adults, families, youth and children.
- Achieve or exceed all financial goals established for the store.
- Develop a team of qualified sales associates who are dedicated to and get results.
- Insure that outstanding service is provided to each customer, through "hands-on" sales leadership and direction.
- Provide ongoing focus and maintenance in the operation of the store in the absence of the Store Manager.

Responsibilities

1. Assist the store manager with the day-to-day operations of the store.
2. Contribute to the achievement of financial goals established for the store.
3. Assist in interviewing, hiring, training, developing, and evaluating sales associates.
4. Discuss goals and development plans with the sales team to follow up on their performance.
5. Deliver and ensure staff consistently delivers our customer service commitment by modeling positive resolution of challenging customer service issues and concerns to the customer's satisfaction.
6. Fosters positive working relationships with all levels in the store.
7. Monitor all area of the sales floor in accordance with store standards.
8. Support the store's monthly Community Relations calendar, verifying it meets established store standards, and that the events are community and culturally relevant, well-planned and executed in excellence.
9. Reinforce performance standards established to control shrink and potential loss to store.
10. Effectively open and close store in accordance with store standards.
11. Assist in coordinating successful completion of new store opening process.

12. OPERATIONS:

Confirm that daily/weekly schedule supports overall performance standards and goals.

THE POINTE BOOKS, BLOOMS & COFFEE JOB DESCRIPTION

13. OPERATIONS:

Reinforce and maintain cash handling procedures, cashwrap line management standards, and cashier training.

14. OPERATIONS:

Effectively manage all merchandise/inventory receipts and returns.

15. MERCHANDISE:

Contribute to achievement of financial goals established for customer special order business.

16. MERCHANDISE:

Insure that Book and Café departments consistently maintain established operational, visual and merchandising presentation standards.

Knowledge Required and Personal Qualifications

Two to three years experience in a specialty retail store management position. Proven track record of building and mobilizing teams to excel in a sales-driven environment is a plus.

Contact Within/Outside of the Store

Daily contact with staff and management of The Kingdom Builders' Center, community, educational and social organizations.

Keys to Success

Enthusiastic leadership; excellent organizational skills; constructive communication.

Work Schedule

Rotational weekends and nights; flexible hours set to meet the needs of the position. Availability to work beyond the 40-hour week to accomplish job objectives will be essential.

Supervision Exercised

This position has direct responsibility for the hiring, training, management and development of the store sales team.

Work Environment

The responsibilities of this position will be carried out in a normal office environment with acceptable lighting, temperature and air conditioning.

Physical Effort

This position is physically comfortable, and requires frequent standing, walking, bending and lifting.