

# THE POINTE BOOKS, BLOOMS & COFFEE

## JOB DESCRIPTION

Job Title:	<b>Store Manager</b>	<b>Contact: Wanda Milian</b>
Reports To:	Managing Director	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 Department Supervisors, Sales Associates and an Operations Manager who are dedicated to and get results.
- Ensure that outstanding service is provided to each customer, through “hands-on” sales leadership and direction.
- Execute all operational functions in compliance with established store standards.
- Establish, model, and reinforce the basic principles of a collaborative workplace.
- Position The Pointe Books, Blooms & Coffee within the market with strong ties to local organizations, emphasizing the literary, cultural, educational and arts community.
- Identify opportunities to impact sales through in-store events and community outreach.

### Responsibilities

1. Plan and direct the day-to-day operations of the store and specialty departments.
2. Maintain a consistent business focus with the goal of meeting or exceeding financial plans established for the store.
3. Recruit and hire qualified individuals, train and provide feedback, and maintain a current staffing succession plan.
4. Discuss goals and development plans with Department Supervisors, Sales Associates and the Operations Manager and 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. Maintain effective communication with Department Supervisors, Sales Associates and the Operations Manager both verbally and in writing.
7. Foster positive working relationships with all levels in the store.
8. Monitor all areas of the sales floor in accordance with store standards.
9. Manage store's book, gift and music inventory; develop action plans where necessary.
10. Consistently maintain store merchandise presentation standards.

## THE POINTE BOOKS, BLOOMS & COFFEE JOB DESCRIPTION

11. Coordinate the store's monthly community relations calendar, ensuring it meets established store standards, and that the events are culturally-based, book or music related, well-planned and executed in excellence.
  - Research, compile and maintain a list of all local authors and organizations in the community, as well as national authors.
  - Stay current on community and world affairs, identifying opportunities for in-store events.
  - Oversee the planning, set-up and staffing for events.
  - Manage event expenses to annual budget, using store standards as the guideline.
12. Verify that the Book, Café, Specialty Gifts and Floral departments operate according to established store standards.
13. Reinforce performance standards established to control shrink and potential loss to store.
14. Assist in coordinating successful completion of new store opening process.

### **Knowledge Required and Personal Qualifications**

Bachelor's degree or its equivalent of at least 5 years of retail management experience. Experience in a specialty or big box retail store management position is a plus. 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 Operations Manager, Café Supervisor, Department Supervisors and 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.