

**The Bookstore Manager manages all aspects of the bookstore inventory, orders, shipments, general operations, and staff. This role reports to the CMO and works closely with the CFO.**

**General Tasks:**

- Supervises staff of 4-7 employees
- Approves and monitors all orders (web, manual or phone)
- Manages the bookstore and shipping staff, ensuring smooth operations and movement of product.
- Fulfills and picks orders for shipment (including packing, processing shipping, and creating pallets for freight shipments)
- Manages and organizes the entire inventory (Press and non-Press), including ordering, removing, adding new items and storing assets.
- Manages bulk orders and invoicing (Amazon)
- Manages and communicates directly with major distributors for ordering (Amazon and SPCK , etc)
- Creates and manages credit memos, sales tax reports, monthly aged receivables, invoicing, monthly statements, various overdue payments, other payment entries, etc.
- Works with Web & Systems Manager to solve ordering and technical issues.
- Maintains accurate information on the website
- Corresponds with customers via email and phone.
- Manages the Quarterly database, in coordination with the Academic Dean
- Manages the Press Club database and shipments
- Provides sales reports to CFO as needed.
- Assists Production Manager with reprint process by providing lists of reprints
- Communicates and works with printers to order reprints for the Press as inventory requires
- Assists the entire team in proofreading content (print and digital), as needed.
- Attends weekly team meetings and one-on-one's with the CMO
- Works with the team to ensure that project/department milestones/goals are met and adhering to approved budgets.
- Maintains a working knowledge of the Press catalog content.
- Works with the Seminary in order to promote the Press at Seminary conferences and marketing events.
- Trains employees in all departments of the bookstore (Sales, Customer Service, Web, Shipping, etc.)

**Requirements:**

- Strong project management skills
- Strong communication skills
- Strong time management skills
- Takes initiative and demonstrates flexibility in time and attitude to get the job done
- Able to manage multiple projects simultaneously
- Must be able to move between tasks with ease with little notice
- Proficient in Microsoft Office and Google Suite (especially Word, Excel, and its Google equivalents)
- Strong problem solving skills
- Adept in conflict resolution
- Team player
- Attention to detail and an editorial eye to catch grammatical mistakes
- BS/BA in business or management
- Experience with Bigcommerce - or willingness to be trained
- 2-3 years management experience AND customer service experience
- Must be able to lift and carry up to 75lbs

*This position is full time, includes benefits, and requires on-site presence Mon-Fri during normal business hours (8am-4pm during the summer and 8:30am-5pm during the school year). Some travel on weekends may be required from time to time.*