VICTORY FAMILY CHURCH

# JOB DESCRIPTION

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| **Title:** Bookstore Manager (Part-time) | **Responsible for:** Managing Bookstore |
| **Team:** Office | **Department:** Bookstore |
| **Reports to:** Office Manager | **Exemption Status:** Non-Exempt |

## SUMMARY

To develop and monitor bookstore ministry operations to ensure policies, procedures, and inventory are consistent with the vision and values of Senior Pastors

## ESSENTIAL FUNCTIONS

Some of the primary duties include:

- *Develop Master Plan, goals, and objectives to support the overall ministry of Victory Family Church*
- *Monitor Christian retail industry and trends, network with similar bookstore ministries, review new publications/teachings/authors and artists to ensure ministry remains relevant and effective*
- *Demonstrate commitment to personal spiritual growth and ministry to customers and team*
- *Review, select, and stock inventory which complies with and supports the mission and teaching of Victory Family Church*
- *Manage the bookstore software and database to ensure data integrity and accurate financial reporting; provide troubleshooting and reconfiguration as needed to support business objectives*
- *Attend meetings and staff activities as required; support outreaches as needed. Must be available to work flexible hours, including weekdays, evenings, and weekends as required*
- *Provide oversight of Bookstore Ministry Dream Team (unpaid), including interviewing, training, scheduling, coaching, and ministry*
- *Ensure the financial success of the bookstore as a self-supporting ministry; develop monthly financial reports and provide ongoing monitoring of financial and sales performance; analyze performance and take corrective action as needed*
- *Develop and/or provide guidance for the development of marketing strategies and marketing communications*
- *Select vendors and manage vendor relations.*
- *Update Bookstore handbook as needed.*

- *Interface with Accounting Department, pastoral staff, and other staff to ensure business and ministry objectives are met; interface with vendors, consultants, and other external parties as required*
- *Oversight of CD duplication room. Make copies for special orders, staff teaching, or special project when asked. Keep master CDs organized.*

## KNOWLEDGE, SKILLS & ABILITIES

**Budget Management:** Able to estimate expected income and expenses and develop a plan of operations based upon the estimate. Analyzes, organizes, and oversees costs and expenditures. Continually ensures minimal expenses. Identifies methods to decrease expenditures and/or increase income. Analyzes monthly variances. Makes careful decision regarding expenditures based upon budget. Keeps within budget.

**Conflict Management:** Does not try to avoid conflict or disagreements. Willing and able to face opposition or resistance. Addresses conflict with the individual in a healthy, productive fashion. Identifies conflicts, understands the nature of conflicts, and handles conflicts sensibly, fairly, and efficiently in a biblical manner in order to achieve resolution. Communicates in a confident and respectful manner. If the conflict cannot be resolved between individuals, it must be handled by going upward in the organization.

**Customer Service-Oriented:** Renders assistance to congregation members for their benefit, as well as the benefit of the organization, by answering questions, offering alternatives and solutions, providing needed products or services, and gratifying the congregation member's needs and desires, within reason. Treats congregation members specially, as they deserve. Uses active listening skills, identifies and anticipates needs, makes the congregation members feel important and appreciated, helps the congregation member understand the system, and always looks for ways to help.

**Delegator:** Able to choose correct person to empower and entrust with one or more of his or her responsibilities. Able to make requests, give instructions, and direct with authority, while receiving respect. Able to work through others by utilizing Dream Team members as much as possible.

**Organized:** Arranges environment in a systematic, methodical, ordered, structured, well-thought-out manner in order to achieve objectives.

**Supervisory Skills:** Plans, organizes, directs, and controls work and activities of employees toward goal attainment while ensuring productivity, quality of work, and cost effectiveness. Maintains responsibility for accomplishment of objectives through others. Gets the job done by training, delegating tasks, handling problems, and staying within the organization's budget and standard operating procedures. Spreads positivity among employees to inspire hard work and individual growth. Encourages, supports, and enables employees to reach full potential and abilities. Engages in participative decision-making. Remains open to new ideas and encourages employee feedback and input. Approachable people person. Leads by example.

## COMMUNICATION

**Positive Attitude:** Cheerful. Pleasant in behavior and manners. Has a sunny disposition and a good sense of humor. Smiles. Sees the bright side of things. Raises your spirits. Has an enthusiastic, lively, absorbing, keen interest in activities. Is eager to perform duties and optimistic about their outcome. Is not irritable, bad-tempered, overly critical, discontent, argumentative, complaining, or pessimistic.

**Team Player:** Is an active participant, fully engaged in the work of the team and across the organization as needed. Takes initiative to help make things happen and make the team successful with a can-do attitude. Openly and willingly shares information, knowledge, and experience to keep others in the loop, get the job done, and prevent surprises. Cooperates with others to solve problems. Willing to deal with all kinds of problems in a solutions-oriented manner. Consistently treats others with courtesy and respect.

**Verbal Communication:** Interchanges thoughts, information, and feelings in pleasant, courteous, respectful, and well-mannered way. Speaks up and expresses ideas clearly, honestly, and with respect for others.
**Written Communication:** Effectively interchanges thoughts, ideas, information, and opinions in writing. Utilizes proper vocabulary, grammar, and semantics.

## WORK ETHIC

**Dependable:** Worthy of trust. Supervisors can consistently rely and count on him or her to get work done, do fair share, meet commitments, follow through on assignments, and deliver good performance all of the time.

**Problem-Solver:** Obtains facts regarding problems, complications, dilemmas, and disputes. Clarifies and interprets information gathered. Determines, figures out, and gets to the bottom of the root causes. Sees problems as an opportunity to do something better. Deals with problems in solutions-oriented manner. Forms action plans, clears up, deals with, and effectively resolves the issues. Collaborates with others as needed. Brings difficulties to closure, conclusion, and resolution.

**Self-Motivated:** Has an inner urge that prompts him or her to action with a sense of purpose. Can rouse self to action and effort. Busy doing profitable tasks. Exhibits readiness. Eager. On his or her toes. Forces self to work when necessary. Strives vigorously towards objectives. Does not have to be prompted by others in order to accomplish objectives.

**Integrity:** Honorable in principles, intentions, and actions. Has a good reputation. Deserves unquestioning belief in his or her honesty and ability. Is unreserved in expressing himself or herself. Habitually tells the true and actual state of matters. Free from pretense and falseness. Candid. Direct. Frank. Straightforward. Credible. Scrupulous. Trustworthy. Not deceptive.

## PHYSICAL EFFORT

Choose appropriate level.

*Constant (90-100% of the time):*
*Frequent (60-90% of the time):* Lifting moderately heavy boxes, climbing small stools and ladders to rearrange shelves.
*Occasional (30-60% of the time):* Lifting heavy boxes and packages of books and merchandise.
*Rare (0-30% of the time):*

## EDUCATION & EXPERIENCE REQUIRED

*Retail experience preferred*
*Management experience preferred*
*Business degree helpful*

## BENEFITS TO PART-TIME EMPLOYEE

Positive Working Environment
Church bookstore discount
Café discounts
Free Monday Night Bible School tuition

## MINISTRY REQUIREMENTS

Must be a member of Victory Family Church.
Must have a heart and passion for the vision of Pastor John and Michelle.
Must be a tither to Victory Family Church according to Malachi 3:10.
Must live a Spirit-filled life.
Must lead or serve with humility, care, and connection.
Must have a consistent and ongoing devotional life evidenced by tangible fruit as a product of your relationship with God.
Must lead a moral lifestyle consistent with biblical principles.

## TIME REQUIREMENTS

Total: 20-25 hours weekly

Basic schedule: 2-3 days a week and some weekend hours, occasionally

**Victory Family Church reserves the right to change, rescind, add, or delete the duties and responsibilities within this job description at any time.**