



JOB DESCRIPTION



INFORMATION			
Job Title:	Store Manager	Wkly. Hrs./Weeks:	40/52
		Pay Grade:	
Department:	University Exchange (UE)	Classification:	Professional
Reports To:	COO	Effective Date:	03/01/2018

SUMMARY

TMU is seeking a highly capable and experienced retail leader that is passionate about The Master's University and uses their energetic personality to introduce, connect and position the brand to thousands of in-store and online patrons. Under minimal direction from the University Marketing department, the Store Manager would be directly responsible for all aspects of the store's operation and performance. The Store Manager would be the primary driving force behind providing exceptional customer service and developing student staff, store layout and organization, and careful budgeting and execution of sales goals. Starting pay is competitive, but based on experience. Accepting applications immediately.

- ESSENTIAL FUNCTIONS**
- Manages staffing needs including hiring, training, supervising, scheduling, developing and motivating both student workers and part time employees.
 - Prepare and execute detailed sales plans for normal operations (Mon-Fri 10a-5p, Sat 10a-1p), busy rush periods and special events such as WOW Week, conferences, home athletic events, commencement, etc., and works with University Marketing to produce advertisements, email campaigns and necessary promotional pieces.
 - Design and implement store-specific projects such as inventory management, product pushes, clearance sales, floor reorganizations, books signings, special events, and window display creation.
 - Seeks new ways to partner with campus departments regarding remote selling opportunities, maintaining University Exchange's campus presence, and resolving complex issues on an as-needed basis.
 - Demonstrates expert-level knowledge of Shopify software and hardware, cost-effective shipping services, vendor catalogues and product availability, and overall merchandising strategy.
 - Utilizes inventory systems and security cameras to monitor theft and shrinkage on a monthly basis.
 - Prepares and administers the bookstore budget; recommends, implements, and administers operating policies and procedures.
 - Ensures all back office functions including the preparation of invoices, chargeback processing and coordination of stock shipments are completed in accordance with policies and procedures.
 - Oversees and coordinates financials for all customers, vendors, publishers and internal department charges and analyzes financial reports to positively impact future sales/expense opportunities.
 - Manages the visual presentations and maintains store cleanliness to foster an exciting shopping environment for customers.
 - Works with University Marketing department for the creation and implementation of store advertising campaigns.
 - Develops a customer-centric experience and engages team members in the delivery/execution of that objective.
 - Provides highest levels of customer service within the store and in all interactions with stakeholders, online customers, alumni, and prospective students.

- Seeks new ways to partner with campus departments regarding remote selling opportunities, maintaining University Exchange's campus presence, and resolving complex issues on an as-needed basis.
- Establishes, enhances and maintains positive, responsive relationships with campus community while stimulating a high-energy shopping environment and service-oriented staff.
- Works with faculty and vendors to acquire and assure availability of new/used texts and class supplies for students.
- Regular attendance is essential
- Other duties as assigned

COMPETENCIES

- Ability to develop and maintain recordkeeping systems and procedures in a PC, Windows-based operating environment.
- Knowledge of purchasing and inventory control, purchase orders and related accounts payable documentation, procurement rules and regulations, retail floor merchandising and stock control procedures.
- Strong interpersonal oral/written communication skills and knowledge of mathematics and accounting.
- Outgoing, energetic personality with ability to establish and maintain effective working relationships with staff, faculty, vendors, students, and/or community members of diverse academic, socio-economic, cultural, & ethnic backgrounds.
- Ability to supervise and train employees; organize, prioritize and schedule work assignments; foster a cooperative work environment.
- Skill in setup, utilization, and maintenance of POS systems, as well as general knowledge of organization and file management.
- Ability to proactively identify needs and solve problems, identifying role and responsibilities without direct supervision.

QUALIFICATIONS

Required:

- Has a personal relationship with Jesus Christ and a demonstrated commitment to the doctrinal position of TMUS and a continuous exhibition of a desire to minister and serve others in varied capacities.
- Has basic mathematics/accounting knowledge, as well as obvious command of the English language (both reading and comprehending correspondence).
- Successfully passes background investigation and can demonstrate computer proficiency and familiarity with Microsoft Office.
- Have computer proficiency.
- Demonstrated ability to establish and maintain effective working relationships with staff, faculty, vendors, students, &/or community members of diverse academic, socio-economic, cultural, & ethnic backgrounds.
- Possess excellent organizational skills.
- Exercise confidentiality, good judgment and discernment.
- Service oriented and able to interface with many people is mandatory.
- Multitasked in an environment with many distractions is a must.

Preferred:

- Three (3) years' work experience in a retail management or, at minimum, a B.A. in Business Administration or related field.

WORKING CONDITIONS

- Working Environment: Mostly indoors in a typical office environment, with an occasional need to visit other areas on campus.
- Physical Demands: Must be able to lift, pull, push, grasp and bend while lifting up to 30lbs.
- Repetitive motions on a keyboard and looking at a computer monitor for an extended duration of time is required.
- Travel: Some travel involved including overnight stays.

ADDITIONAL INFORMATION

Minimum Conditions for Beginning Employment:

Prior to beginning employment, in accordance with The Master's University policy and/or under federal or state law, all employees must:

1. Sign and return an offer of "At Will" employment.
2. Present verification of their identity and authorization to work in the United States.

If, because of a disability, you need special services or facilities in order to apply or interview for this opening please contact the Human Resources department.

The Master's University & Seminary does not discriminate on the basis of race, color, national origin, ancestry, gender, age, marital status, veteran status or prior military service, medical condition, or any physical or mental disability. We are committed to practicing principles of equal employment opportunity and diversity based upon sovereign Biblical principles.

APPLICATION PROCESS

In order to be considered for a position, a completed Application for Employment must be submitted to the Human Resources office. The application may be picked up in person in the HR office or is available to be downloaded as a PDF from the web at <http://www.masters.edu/employment>. Your completed application may be dropped off in person, sent via fax (661.362.2717), email (humanresources@masters.edu) or regular mail (21726 Placerita Cyn Rd Box 41, Santa Clarita CA 91321).

Selection Process:

All applications are reviewed by the Human Resources department and where appropriate are forwarded for further consideration. Selected candidates will be invited for a personal interview at The Master's University or Seminary. Any expense incurred in connection with these interviews will be the responsibility of the candidates.

Application Procedures:

All documents included in your application remain the sole property of The Master's University & Seminary and will not be returned. Your file for this opening will not be considered unless all requested items are submitted and are complete.