



JOB DESCRIPTION



INFORMATION

Job Title:	<i>University Exchange Manager</i>	EEOC Job Classification	Professionals
		FLSA Classification	Non-exempt, Graduate Assist. Part-time, 29 hours/week
Department:	Development	W/C Classification	8810 – Clerical
Reports To:	Director of Development	Compensation	\$2,000/month

SUMMARY

Advance the mission and vision of TMUS by managing all aspects of the University Exchange (UE) operation and performance. Primary driving force behind providing exceptional customer service and developing student staff, store layout and organization, and careful budgeting and execution of sales goals.

ESSENTIAL JOB FUNCTIONS

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Prepare and execute detailed sales plans for normal operations, busy rush periods and special events such as WOW Week, conferences, home athletic events, commencement, etc., and works produce advertisements, email campaigns and necessary promotional pieces.
- Design and implement store-specific projects such as inventory management, product pushes, clearance sales, floor reorganizations, book signings, special events, and window display creation.
- Seek new ways to partner with campus departments regarding remote selling opportunities, maintaining UE's campus presence, and resolving complex issues on an as-needed basis.
- Demonstrate expert-level knowledge of Shopify software and hardware, cost-effective shipping services, vendor catalogues and product availability, and overall merchandising strategy.
- Utilize inventory systems and security cameras to monitor theft and shrinkage on a monthly basis.
- Prepare and administer the bookstore budget/accounting forms; recommends, implements, and administers operating policies and procedures.
- Ensure all back-office functions including the preparation of invoices, chargeback processing and coordination of stock shipments are completed in accordance with policies and procedures.
- Manage the visual presentations and maintains store cleanliness to foster an exciting shopping environment for customers.
- Work with Development and Marketing department to create and implement store advertising campaigns.
- Provide best in class customer service within the store and in all interactions with stakeholders, online customers, alumni, and prospective students.
- Work with faculty and vendors to acquire and assure availability of new/used texts and class supplies for students.
- Performs other related duties as assigned.

QUALIFICATIONS

- 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.
- Excellent written and verbal communication skills.

- Strong organizational and interpersonal skills.
- Service oriented with strong interpersonal and communication skills and the ability to work effectively with a wide range of constituencies in a diverse community.
- Exercise confidentiality, good judgment and discernment.
- Must successfully pass a background investigation.

SUPERVISORY RESPONSIBILITY

- Under direction of the Director:
 - Oversee the UE student and part-time employees.
 - Assign, plan, and oversee the work of assigned departmental staff.

EDUCATION AND EXPERIENCE

- Bachelor's degree or equivalent experience
- At least three years' experience in a retail management field
- Proficient in Microsoft Office Suite or similar software

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

- While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand; walk; use hands to finger, handle or feel; and reach with hands and arms.
- This position requires the ability to occasionally lift office products and supplies, up to 30 pounds.
- No travel with overnight stay expected for this position.

ADDITIONAL INFORMATION

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

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.