

Confidential A.A. Document

York Area Intergroup of Alcoholics Anonymous

Job Description Bookstore Manager

Summary

The Bookstore Manager is responsible for overseeing and managing the operation of the Intergroup's Bookstore. Generally, the Bookstore Manager is responsible for staff, sales, customer service, and the maintenance of the bookstore's inventory.

Qualifications

The Bookstore Manager should be a responsible person with a solid period of sobriety (three or more years of continuous sobriety is required to be considered for the position). He or she should be organized enough to keep good records and have some accounting or bookkeeping, along with retail experience is also useful. The person elected will need some temporary assistance from the former Manager in learning the management practices that have been established and until they gain enough experience to handle the job themselves.

Duties

The Bookstore Manager is responsible for planning; organizing and managing bookstore activities; developing and implementing the store's operating procedures; as well as recommending appropriate related policies. He/she is in charge of training, supervising, and evaluating staff (bookstore volunteers). The manager must supervise staff in accounting functions and records keeping; arrange informational materials; as well as oversee the planning, supervision, and maintenance of stock and inventory. They also prepare a variety of reports and correspondences, resolve client issues associated with merchandise; and represent the bookstore at all Intergroup meetings or related events. The Bookstore manager will decide in pricing merchandise; and ensure the store is self-supporting by maintaining sales levels and keeping costs low.

Training Requirements

Three to four months working with the current Bookstore Manager and Bookstore Committee, along with attending Intergroup meetings.

Knowledge and Skills Requirements

The Bookstore Manager should have knowledge of bookstore retail operating principles, cashiering, budgeting, management principles, inventory, and accounting. They should be effective planners and problem solvers, neat and well organized, friendly and approachable. The Bookstore manager should also have the ability and willingness to work with a diverse group of people and have strong skills in writing reports and correspondences. They should possess strong multi-tasking skills, excellent oral communication skills and the ability to perform consistently, even under pressure.

Working Conditions

The Bookstore Manager normally work during normal store hours, although unscheduled work may be necessary for events like workshop(s), group events or local conference (i.e. Sunlight of the Spirit). They may have to be exposed to dust when doing inventory related tasks; and perform minor lifting when receiving new stocks.