MAJOR PURPOSE:
Oversee the day-to-day operations of the University apparel store and online textbook bookstore

PERFORMANCE MEASUREMENTS

Jessup Campus Store Manager Responsibilities

• Manage retail sales and process daily cash/invoice activity. Primary cashier during open store hours
• Coordinate special event sales
  o Partner with University departments for event and retail sales opportunities (NSO – New Student Orientation, NSR – New Student Registration, TUG Registration, Preview Day, Scholar Days, Homecoming weekend, alumni events)
  o Identify opportunities for and implement merchandise sales at special events and home games for William Jessup University Athletics
• Supervise other Jessup store staff: Schedule and oversee student workforce, as applicable
• Manage back-office operations:
  o Primary liaison with Tree of Life store vendor and student textbook provider (Textbook Butler)
  o Conduct ongoing and fiscal year-end physical inventory of all store merchandise
  o Process online GM orders
  o Re-order white hot tees/core product
  o Process and ship required returns of merchandise and ensure proper credits have been applied
  o Maintain cash log and make bank trips
• Manage front of store operations:
  o Create and maintain store displays
  o Follow store cleaning, and opening/closing procedures
  o Update Facebook and Instagram
• Provide customer service for virtual store
  o Oversee operations and customer service for the virtual store and perform follow through with vendor for all online consumer issues
  o Process and ship daily online orders from the Jessup virtual store

Online Bookstore Manager Responsibilities

  o Schedule and coordinate textbook buyback events with Tree of Life (TOL) book vendor
  o Oversee operations and customer service for the virtual store and perform follow through with vendor for all online consumer issues
  o Complete other duties as assigned by supervisors(s)
  o Coordinate textbook Butler delivery with Residence Life for in-dorm delivery
  o Facilitate textbook returns (at the end of the semester, students will return their rentals to the store and the manager will process and freight them to TOL)
QUALIFICATIONS

EDUCATION/CERTIFICATIONS:
• High School diploma or Associate Degree preferred

REQUIRED KNOWLEDGE/EXPERIENCE:
• Experience in a retail business environment
• Knowledge of systems and procedures of a store environment desirable

SKILLS/ABILITIES:
• Proficiency in Microsoft Excel and Word
• Strong attention to detail
• Excellent interpersonal communication skills with campus community and outside vendors
• Experience with online shopping cart technology, XML, CAMS helpful
• Bookstore or library experience helpful

WORKING ENVIRONMENT:
The employee agrees to promote the values and mission of WJU as a private Christ-centered University and live a life consistent with biblical principles. The employee shall conduct himself/herself in a manner consistent with the Community Covenant and Statement of Faith. Additionally, the employee may play a formative role in the spiritual lives of students in a manner consistent with the Community Covenant and Statement of Faith. This may include leading devotions and/or spiritual formation groups and seeking other opportunities consistent with a biblical spiritual formation role.

WORKING CONDITIONS:
The employee is regularly in a typical, air-conditioned office environment with adequate light; moderate noise levels; and tile, concrete, and carpeted floors. There are no hazardous or significantly unpleasant conditions.

PHYSICAL ACTIVITIES AND REQUIREMENTS OF THIS POSITION:
While performing the duties of this job, the employee is regularly required to talk or hear and frequently required to stand for long periods of time, walk, sit, and use hands to handle files, computers, and phones; reach with hands and arms; stoop, crouch and kneel. Frequent and regular repetitive movements required using the wrists, hands, and/or fingers. The employee will occasionally lift and/or move up to 60 pounds. The employee will open inventory shipments, unload, count, label, assign locators, enter inventory into computer program and hang, fold and stock apparel and other merchandise. The employee will breakdown inventory shipping containers and deposit the broken-down containers in the appropriate campus cardboard and/or trash depository bins. Specific vision abilities include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

The above statements and job description are intended to describe the nature and level of work being performed within this job. They are not intended to be an exhaustive list of all responsibilities, duties and tasks. Other similar or additional duties are to be performed or assigned. Job descriptions are not intended as and do not create employment contracts. William Jessup University maintains its status as an at-will employer. Employees may be terminated for any reason not prohibited by law.

I acknowledge I have reviewed the content of this job description and understand that to perform this job successfully, I must be able to perform the essential duties with or without accommodation. If I am requesting any reasonable accommodations in order to perform my job, I must immediately inform my supervisor or Human Resources.

Employee Signature

Date

Revised 4/14/16