



Columbus Metropolitan LIBRARY STORE Manager

The Friends of the Columbus Metropolitan Library (FOL) is seeking a full-time manager for its retail store at the Main Library. The manager will oversee all aspects of the onsite Library Store and used book sales. Management responsibilities include marketing and advertising, buying/inventory management, merchandising, budgeting/invoice processing, personnel staffing and supervision. The position reports directly to the FOL Board of Trustees.

Key responsibility areas include:

- Creating an energetic, compelling store experience for customers by engaging and modeling appropriate customer service behaviors to team members.
- Developing and executing strategies to drive traffic and optimize business results, including sales, sales plan, and soliciting customer input/feedback.
- Assessing sales to analyze the profitability of items and determine optimal inventory levels. Overseeing all areas of Inventory Control.
- Developing a merchandise plan that complements the library experience, while meeting or exceeding profit goals. Maintain knowledge of merchandising sources and new product offerings in line with up-to-date literary and cultural trends.
- Coordinating annual Big Book Sale at Main Library and book sales at special events.
- Supervising FOL Warehouse Associate and determine the most profitable allocation of genres and determination of pricing for used books sold in the store, online, and at library book sales.
- Creatively implementing the Library Store's visual merchandising strategy including placement, signage, displays, and in-store marketing campaigns.
- Partnering with the FOL Business Management Committee and Community Relations Committee to plan, coordinate, and execute innovative marketing, advertising and promotional strategies to increase sales and store exposure.
- Working closely with the FOL Business Management Committee Chairperson to develop and maintain meticulous records of receiving, invoice processing, sales, inventory management, staff/volunteer scheduling and payroll in a timely manner.
- Supervise and train sales associates and volunteers.
- Flexible and able to adapt to adjusted priorities, delays or changes in direction as determined by the FOL Board.
- Stay abreast of business trends impacting retail, gifting and book selling locally and nationally. Provide thought leadership to the FOL Board of Trustees around strategic and operational matters relating to establishing and maintaining a successful and relevant Library Store.

Minimum Qualifications:

- Previous experience of successfully operating in a retail store environment required. Book or gift store preferred.
- At least 2 years of retail management and supervisory experience.

- Energetic, positive and helpful demeanor that is passionate about delivering excellent customer service.
- A self-starter with a proven track record of results working in an autonomous environment. Has the business savvy required to run an independent retail business in an interdependent organization structure.
- Excellent verbal and written communication skills.
- Strong rapport building and relationship management skills. Having a well-established community network is a plus.
- Proven leader able to guide, coach and train employees.
- Team player that interacts well with people at any level.
- Well-organized, highly-motivated, entrepreneurial spirit.
- Excellent decision-making, problem solving and analytical skills.
- Ability to lift up to 30 lbs.
- Position includes cash and credit handling and will require a background check.

A market competitive salary will be offered, commensurate with experience. This position is a full-time 40 hours with occasional late night/weekend work when necessary.

We are an Equal Opportunity Employer. This is a non-smoking environment. This job description is designed to be a good representation of the job requirements but is not a comprehensive listing of activities, duties or responsibilities required of the employee.