

# SEQUOIA PARKS CONSERVANCY POSITION DESCRIPTION

## **TITLE:**

Bookstore Manager

## **GENERAL DESCRIPTION:**

Assumes responsibility for the day-to-day sales operation of a conservancy bookstore located in a National Park Service or Lake Kaweah visitor center, or other retail location. Sells SPC merchandise and provides information and services to visitors. Oversees sale of cave tickets and reservations system at cave ticketing locations. Trains, motivates, and evaluates staff.

## **SUPERVISION RECEIVED:**

The operations manager supervises the Bookstore Manager providing direction and supervision on matters related to sales and inventory. The Business Manager assists the Bookstore Manager in matters related to staffing, human resources issues, financial reporting and deposits. The National Park Service Interpretive Supervisor or the Public Lands Agency at the assigned location provides guidance on matters that relate to the visitor center operation.

## **SUPERVISION EXERCISED:**

Directs the work of SPC bookstore employees at the assigned location.

## **REQUIREMENTS (EDUCATION/SKILLS/KNOWLEDGE/PHYSICAL DEMANDS):**

- ◆ Basic knowledge and understanding of the National Park Service or other Public Lands Agency and SPC missions, policies and procedures as they relate to interpretation, resource management and park/resource management.
- ◆ Ability and willingness to promote SPC mission, programs, membership, merchandise, services and fundraising efforts.
- ◆ Computer skills on various programs including word processing and Excel spreadsheet.
- ◆ Basic bookkeeping and inventory skills.
- ◆ Basic knowledge of employee supervisory techniques.
- ◆ Basic understanding of topics related to the operation of the Conservancy including national parks and natural history
- ◆ Excellent speaking skills.
- ◆ Experience operating a computerized cash register and credit card authorization system.
- ◆ Experience operating a POS system preferred
- ◆ Experience or ability to complete daily sales/cash reports.
- ◆ Ability to quickly learn new skills.
- ◆ Prior sales experience.
- ◆ Ability to get along well with others and to work as part of a team.
- ◆ Willingness to work weekends and holidays as needed.
- ◆ Willingness to take on additional duties as needed or required.
- ◆ Drivers license and clean driving record. Personal vehicle available for business use.
- ◆ Good math skills.
- ◆ Ability to stand on feet up to eight hours per day.
- ◆ Abide by uniform and appearance requirements.
- ◆ Ability to lift and carry boxes weighing up to 40 pounds. Ability to load, move and unload a fully loaded hand truck 250 yards. Applicants may be required to pass a pre-employment test demonstrating their ability to meet these requirements.

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**TOOLS/EQUIPMENT UTILIZED:**

NPS/SPC vehicles including van and small truck, computer, computerized cash register/point of sales inventory system, hand truck, ten-key calculator and phone system. Drive personal vehicles if needed.

**GUIDELINES FOLLOWED:**

National Park Service or other Public Land Agency regulations, SPC Employee Handbook, SPC Safety Program and other Conservancy handbooks and manuals.

**WORK ENVIRONMENT:**

Visitor center and occasional outdoor settings.

**PRIMARY DUTIES:**

- ◆ Oversee general operation of bookstore. Train, supervise and evaluate SPC bookstore staff.
- ◆ Sell books, merchandise, SPC membership and cave tickets (Foothills and Lodgepole).
- ◆ Inform visitors about SPC mission. Aggressively sell books, merchandise, programs, services and membership.
- ◆ Ensure adequate inventory of merchandise. Transport boxes as needed.
- ◆ Place orders per a set schedule, receive inventory and report order discrepancies.
- ◆ Ensure book barcodes match computer barcodes.
- ◆ Perform physical inventories.
- ◆ Accountable for all money transactions including receipts, deposits, petty cash and change funds. Record all sales on a report (cash and credit card) and forward to Business Manager.
- ◆ Receive and make deposits for sales (includes Cave ticket sales) - this duty may vary at different locations.
- ◆ Strive to increase bookstore revenue.
- ◆ Maintain bookstore shelves and displays in a clean and orderly appearance.
- ◆ Communicate any problems immediately to the Operations Manager.
- ◆ Work in a safe manner in compliance with the Conservancy's Safety Program. Wear back belt as required.
- ◆ Assist NPS or other public land agency interpreters as necessary by working the information desk and answering phones to provide visitor information.
- ◆ Ensure bookstore staff complies with safety program and follow all SPC policies and procedures.
- ◆ Assist with POS system training of NPS or other Public land Agency seasonal interpreters.
- ◆ Assist with cave ticket sales (Foothills and Lodgepole).
- ◆ Continually expand personal knowledge of national parks, sales techniques and computer skills.
- ◆ Assist with SPC administrative duties as needed.
- ◆ Other duties which may be necessary or assigned.