



**JOB DESCRIPTION**

Position: **Assistant Retail Manager**

Reports to: **Retail Manager**

Position Status: **Full-Time, Exempt**

Department: **Operations/Rockpile Bookstore**

Effective: **December 2009**

REPLACES: **All previous**

POSITION NUMBER: **RC-32-09**

POSTING DATE: **December 4, 2009**

1<sup>st</sup> CLOSING DATE: **December 11, 2009**

**Position Summary:** Assists in the development and operation of all retail and merchandising facets of the Rock Church in a manner that will honor God, ensuring the highest ethical standards. Assistant Retail Manager reports directly to the Retail Manager.

**Job Responsibilities and Duties:**

1. Assist in meeting established sales goals; Reports monthly vitals and goals.
2. Assist in overseeing operation of the Rockpile.
3. Aide in the establishment of annual Rockpile objectives and strategies.
4. Help to identify new sales methods and be knowledgeable of new trends to achieve monthly goals.
5. Ensure exceptional in-store experience for all customers.
6. Aide in establishing the Rockpile identity and the Rock Church brand through store presentation, merchandise management, and marketing strategies to the community.
7. Oversees paid and volunteer staff including recruiting, interviews, training and retaining associates for the store while implementing governance.
8. Aide in the ordering of all store product and maintain proper inventory levels.
9. Generate monthly accounting reports and year end inventory audit.
10. Oversee online store and CD ministry, working closely with IT department.
11. Provide support in the implementation and maintenance of store operations, cash handling procedures, and training materials.
12. Assist with opening and closing of facilities.
13. Directly responsible of many facets of the Rockpile Bookstore including Rockpile kiosk, Rockpile website.
14. Become a strategic partner with the community through active involvement, relationships, and business support.
15. Learn and instill the Rock DNA, organization, operations processes and policies at store level.
16. Establish relationships with vendor suppliers, maintaining proper inventory levels and loss prevention tactics and well versed in product knowledge

The above summary of duties represents the major tasks and duties. This is not intended to be an exhaustive list of all responsibilities. Therefore, the individual may perform other related tasks under the direction of the Retail Manager.

### **Job Skills and Requirements:**

1. College Degree desired but not essential or equivalent education and experience.
2. Three to five years experience in retail management with experience in managing retail staff, including scheduling.
3. Two to three years of sales experience.
4. Must have merchandising skills and help implement marketing strategies.
5. Excellent communication (verbal and written) and organizational skills.
6. Strong customer focus.
7. Experience with QuickBooks Accounting software desired but not essential as training will be provided.
8. Experience in conflict resolution.
9. Self-motivated and flexible.
10. Ability to recognize and maintain confidentiality as appropriate.
11. Proficient in Microsoft Windows based computer systems.
12. Maintains a Class C driver's license.

### **Expectations of Staff:**

1. Christ-centered behavior at all times. i.e. treating people with dignity, respect, compassion and integrity.
2. For all grievances, follow Matthew 18 and Ephesians 4:15.
3. Proactive participation in the Governance system.
4. Successful completion of a background check.
5. Pleasant and professional personality and appearance.
6. Regular attendee of a Rock Weekend service.
7. Regular involvement in Rock Church activities, ministries and events.
8. Attendance at all mandatory meetings (and events, as needed).
9. A tithe of 10% to the Rock.
10. Signed acknowledgement of the Rock Church Statement of Faith.
11. Adheres to policies and procedures as stated in the Rock Church employee handbook.
12. Registered and active in the Rock A.R.M.Y.

### **Physical Requirements**

Ability to function independently and ability to speak. Physically able to lift up to 25lbs (with or without assistance). This position also may require long periods of standing up and walking.