

SAINT EUGENE'S CATHEDRAL

Job Title:	Gift Shop Assistant Manager	Salary Class:	Non-Exempt; Pay Range \$17.45 - \$20.00 per hour
Hours:	Wed-Sun, part time	Reports to:	Gift Shop Manager
Date Prepared:	1-17-24	Supervises:	Volunteers

Position Summary: The assistant manager will support the manager in all aspects of bookstore operations: taking the lead in the absence of the manager; selecting, training and coordinating volunteers; utilizing and maintaining computer acquisition systems; displaying and monitoring inventory; reordering merchandise and processing deliveries; and serving customers.

Essential Functions:

- Opens and closes shop according to written procedures.
- Assists customers in locating items and prices, provides customer assistance in selecting merchandise and places special orders for customers. Provides problem solving and assistance to accommodate customer needs and is responsible for resolving customer complaints.
- Itemizes and totals customer purchases using a point-of-sale computer-cash register; handles and counts payments and issues receipts; processes returned item transactions.
- Assists Manager in monitoring and controlling inventory. Places orders, maintains records and verifies order deliveries as assigned. Orders merchandise and supplies in a timely manner as assigned.
- Processes deliveries upon receipt, including unpacking, entering merchandise data into computer database, printing price labels, and displaying or storing merchandise.
- Helps organize and maintain shop displays, arranging items in a neat and orderly manner for customer convenience and store attractiveness.
- Helps maintain computer inventory database and sales records. Prints reports, as directed by the manager or Parish staff.
- Reconciles daily sales receipts and cash drawer balances; deposits daily receipts and daily sales reports in office safe.
- Attends parish meetings, as assigned.
- Performs other related duties, as assigned.

Knowledge, Skills & Abilities:

- Due to subject matter and inventory content, preference for practicing Catholic will be given.
- Strong retail experience and knowledge of retail business practices, purchasing and merchandising, pricing and retail management.
- Proficiency with Windows, Microsoft Office, Internet and Point-of-Sale/Database software. Ability to use other general office equipment.
- Ability to understand and follow verbal and written guidelines, procedures and standards in English and Spanish is preferred.
- Excellent interpersonal communication skills, and ability to maintain excellent, cooperative working relationships with a diverse group of co-workers, customers, and vendors.
- Ability to provide excellent customer service in a positive, timely manner, exercising sound judgment and tact.
- Ability to perform tasks in a professional and prompt manner.
- Adept with task prioritization and time management.
- Ability to work with limited direction and supervision and to take initiative to ensure the shop runs smoothly in the absence of the Manager.

- Ability to maintain strict confidentiality.

Minimum Qualifications:

- High school diploma or equivalent.
- Retail sales experience required; retail management experience preferred.
- Fluent in English and Spanish.
- Any combination of education and experience necessary to successfully perform the duties shown.

Physical Demands and Work Conditions:

- Climb stairs.
- Walk, kneel, bend, crouch, stand and stoop to perform filing, stock inventory and serve customers.
- Sit or stand at a counter or desk for extended periods.
- Use hands to handle, feel, reach, type and write.
- Occasionally lift or move up to 30 pounds.
- Vision required includes close vision, distant vision and ability to adjust focus.
- Moderate noise level.

This job description is provided as a general summary of common duties performed by individuals assigned this job title. It is not all-inclusive, nor is it intended to create a contract, written or implied, between employees and the Diocese of Santa Rosa, nor does it in any way alter the employment-at-will relationship that exists between employees and the Diocese of Santa Rosa. As a condition of employment, all agency employees are expected to perform job duties assigned by agency management even when such duties are not included in their job description.