

St Eugene's Cathedral Bookstore Team Lead

This position reports to the manager and supports the day-to-day operation of the bookstore, primarily by receiving and sorting incoming merchandise, pricing items, helping customers on the sales floor, and keeping on top of store cleanliness. The candidate will be an active practicing Catholic, bi-lingual (English and Spanish), have earlier retail and customer service experience and able to lift to forty pounds.

Regular schedule for this position is not to exceed 19 hours per week unless approved in advance.

Sunday 8:30 am – 2:30pm (1-hour unpaid break to attend Mass) (5 hours)

Wednesday and Friday 9:30am – 5pm. (half hour unpaid lunch) (14 hours)

Hourly, non-exempt pay at \$18 per hour

- **Team Lead Focus** (under the direction of the store manager)
 - Oversee day-to-day operation.
 - Motivate team members.
 - Delegate tasks as needed.
 - Provide guidance and support to individual members.
- **Customer Service:**
 - Greet customers warmly and help with finding items.
 - Answer customer questions by actively listening to customer needs.
 - Personalize recommendations that will best serve the customers' spiritual or personal needs.
 - Process sales transactions accurately and efficiently.
 - Address customer concerns and resolve issues promptly.
- **Store Maintenance:**
 - Maintain cleanliness and organization of the retail space.
 - Help with stock replenishment on shelves and displays.
 - Rotate merchandise to ensure freshness and appeal.
 - Help with store opening and closing procedures.

- **Visual Merchandising:**

- Create eye-catching displays to highlight featured items and promote sales.
- Update displays based on stock levels and seasonal changes of the church.

- **Administrative Tasks:**

- Maintain inventory records and track stock levels.
- Help with data entry and reporting as needed.

- **Required Skills and Qualifications:**

- Excellent customer service skills and ability to interact positively with diverse customers.
- Strong organizational skills and ability to focus.
- Ability to work independently and as part of a team.
- Physical ability to lift and move boxes and merchandise.
- Basic computer skills for inventory management and reporting

Desired Qualities:

- Passion for our Catholic Religion
- Enthusiasm for retail sales and customer interaction
- Willingness to learn and adapt to changing priorities.

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 Parish, School, or Diocese of Santa Rosa, nor does it in any way alter the employment-at-will relationship that exists between employees and the Parish, School, or 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.