

June 2024

JOB DESCRIPTION

Title: Information Center & Bookstore Manager
Salary: \$66,750 - \$71,000, depending on experience
Status: Full-time, exempt
Location: Lee Vining, California
Supervised by: Operations Director

The Information Center & Bookstore Manager is primarily responsible for the management of the Mono Lake Committee's Information Center & Bookstore, including front counter staffing and guest experience, retail sales, mail order, online store, and wholesale programs. The Information Center & Bookstore Manager is also responsible for ordering all store merchandise, bookstore appearance, product development, the point-of-sale system, operations planning, and ensuring that the store furthers the goals of the Mono Lake Committee.

The Mono Lake Committee's store and sales program is an important venue to interact with the public and advance the Committee's mission. The Committee's Information Center & Bookstore serves as an important location for signing up and renewing members. We strive to provide a space where members and the public can interact with staff and learn about our mission and extend the network of people working to protect and restore Mono Lake. This is just as important as the merchandise we sell. Our number one product is the help we offer to connect people with Mono Lake and the information we provide to our customers, members, and business partners.

Primary Responsibilities:

- Implementing retail sales strategies, including selecting books and products that convey the mission and purpose of the Committee and meet the interests of our customers.
- Purchasing, receiving, merchandising, stocking, display, customer service, sales training/technique, invoicing, and inventory control.
- Promoting and monitoring quality customer service among staff.
- Working with staff to develop new products consistent with the Committee's mission, public education, and fundraising efforts. This includes the creation of new product designs as well as attending gift shows and doing online research to discover new products.
- Creating and maintaining store merchandise displays.
- Hiring, training and supervising Information Center & Bookstore Assistants and other staff involved in sales-related activities.
- Regularly working counter shifts.
- Being an informed resource for information related to area recreation, lodging, travel and local issues. Keeping abreast of all Mono Lake issues.
- Working with the Membership Coordinator and Digital Engagement Specialist to achieve membership acquisition goals in the store.
- Preparing monthly sales and revenue reports necessary for bookkeeping and performance analysis
- Presenting quarterly summaries, and with Operations Director and Executive Director, evaluating annual sales figures, projections, plans, and budget.
- Ensuring store goals are met through appropriate planning and organizing of staff, inventory, and expenses for short- and long-term success. Controlling merchandise inventory through active management of purchasing and knowledge of product sales. Keeping up with sales trends, delivery methods, new products, etc., as appropriate.
- Select and engage artists for the Mono Lake Gallery. Setting up gallery shows and openings and maintaining accurate inventory of consignment art.
- Maintaining the online store with products carried in the store, processing and fulfilling customer orders, and complete monthly reporting.
- Developing the annual gift catalog and *Mono Lake Newsletter* promotions including selecting products, scheduling product photos, and working with the Communications Coordinator in design and layout.

- Maintaining the appearance and safety of the outdoor space in front of the store in coordination with the Operations Director and Facilities Superintendent.
- Managing inventory storage areas for ease of use, cleanliness, and so products remain in good shape.
- With other staff, marketing the Information Center & Bookstore throughout the community, the state, on social media, and beyond.
- Organizing and conducting the annual physical inventory and preparing associated reports and accounting for discrepancies.
- Overseeing point of sale system operation, use, maintenance, and training.
- Developing the wholesale program in the areas of sales, distribution, and marketing.
- Staying on top of routine & non-routine store scheduling and communication of schedule with Operations Director.
- Work as a team member on Committee events.
- Aid in Lee Vining Chamber of Commerce tasks.
- Assisting with other tasks as requested.

Requirements:

- Retail sales and management experience.
- Interest in and enthusiasm for the Mono Lake Committee mission.
- Customer service-oriented and able to work well with the public.
- Well-organized, detail-oriented, and able to work well with numbers.
- Strong problem solving and critical thinking skills.
- Self-motivated and able to perform at high standards with minimal oversight.
- Proficient in accurate cash handling and security of deposits.
- Strong written and verbal communication skills.
- Ability to work evenings, weekends, and holidays with days off that may require flexibility to keep the store operating during peak periods.
- Ability to work counter shifts, including standing up to 8 hours per day.
- Ability to lift and transport merchandise up to 40 pounds.
- Ability to perform basic cleaning duties including dusting, vacuuming, and mopping.
- Outdoor enthusiast, willing to investigate the local area to give firsthand knowledge to customers.
- Limited travel for sales development.

Benefits:

- Medical and dental insurance
- SIMPLE IRA retirement plan eligibility after six months
- Sick time, holiday time
- Vacation time beginning at two weeks

The Mono Lake Committee values a diverse, inclusive, and equitable workplace where all employees and volunteers feel respected and appreciated. We are committed to a nondiscriminatory approach and provide equal opportunity for employment and advancement in all our departments.

To apply:

To apply, send a cover letter, resume, and references to Anna Christensen, Operations & Philanthropy Director, Mono Lake Committee, P.O. Box 29, Lee Vining, CA 93541. For more information, contact Anna at (760) 647-6595 or anna@monolake.org.