



Believers Temple Word Fellowship Church Position Description

Division	Ministry of Helps
Position Title	Director/Assistant, Bookstore Operations (Volunteer Position)

Position Summary

Under the general direction of the Ministry of Helps Administrator and Assistant Administrator, the Director is responsible for partnering with the assigned MOH facilitator to ensure that the ministry operates efficiently and effectively; and promotes the overall vision, mission and values of Believers Temple Word Fellowship Church. The director of bookstore operations is responsible for providing leadership oversight and direct management of the all bookstore operations and staff; to include purchasing, inventory control management, and purchase forecasting. This role is responsible for ensuring that the ministry bookstore is adequately staffed on Sunday morning's between and after services, and on Wednesday's both before and immediately after bible study.

Essential Duties and Responsibilities

1. Works collaboratively with the Christian Education Director/Assistant Director(s), to both determine and schedule the purchasing of needed supplies and classroom materials.
2. Develops and implements an effective policy and procedure(s) manual for both internal and external audiences.
3. Maintains inventory of supplies on hand; and monitors/reports weekly bookstore sales.
4. Trains, coaches, and supports bookstore staff. Ensures volunteers are shown appreciation and are treated fairly.
5. Reviews ministry activities for efficiency and effectiveness, and makes recommendations for changes when needed.
6. Ensure appropriate protocol is followed in resolving conflict.
7. Performs other ministry duties as needed.

Knowledge, Skills and Abilities

- Knowledge of customer service standards and procedures.

- Ability to supervise and train assigned staff including organizing, prioritizing, and scheduling work assignments.
- Knowledge of inventory control procedures
- Ability to plan and implement short-and long-range goals.
- Ability to communicate effectively both verbally and in writing.
- Ability to implement policy and procedural guidelines.
- Ability to anticipate and resolve scheduling and staffing problems.
- Sound judgment and the ability to manage confidentiality
- Ability to serve as part of a team, and learn new skills
- Dependability/accessibility
- Ability to multi-task, managing several complex projects at once
- Working knowledge of and access to the Internet and email applications
- Excellent communication and organizational skills