



Friends of Lewes Public Library (FLPL) Shop Leader

The following statements are intended to describe, in broad terms, the general functions and responsibility levels characteristic of positions assigned to this classification. They should not be viewed as an exhaustive list of the specific duties and prerequisites applicable to individual positions that have been so classified.

Summary

Just Between Friends will have 2-3 Shop Leaders who will oversee and coordinate customer service, merchandising, inventory control, and other related activities for a small Friends of Lewes Public Library shop located in the Lewes Public Library. Schedule, lead, and oversee the day-to-day activities of cashier and customer service volunteers and/or other support staff engaged in routine stock management and customer service activities. Provide input into operating budgets, policies, and procedures, and provide leadership in the general marketing of the enterprise.

Duties and Responsibilities

- Oversee, coordinate, and perform computerized cash register sales transactions and cash management.
- Supervise volunteers including recommendations for training, work allocation, and problem resolution.
- Assist with the development and implementation of operating budgets, policies, and procedures consistent with those of the organization.
- Provide sales coordination and problem resolution for floor customer service and cashier volunteers; perform direct sales and customer service as and when required.
- Allocate and schedule work within the area, ensuring all floor requirements are covered during operating hours; fill in for volunteers as required during breaks and other absences.
- Monitor sales through the cash register; resolve discrepancies; prepare, reconcile, and record cash receipts for deposit; and prepare sales reports.
- Monitor and coordinate ordering, receipt, and return of merchandise and/or equipment; verify invoices and billing, and resolve errors and discrepancies; as appropriate, coordinate shipping and/or delivery of merchandise to customers.
- Oversee area stock and visual merchandising; participate in the development and implementation of on-floor sales promotion campaigns.
- Participate in the establishment and implementation of general marketing plans and programs for the enterprise.
- Monitor general housekeeping cleanliness within the area; ensure equipment and facilities remain in good repair, and that employee and customer safety standards are maintained.
- Performs miscellaneous job-related duties as assigned.
- Shop Leaders will be expected to spend 2-4 hours per week in the shop coordinating shop activities with shop volunteers and the designated FLPL Board Director.

The logo for 'Just Between Friends' features the words 'Just Between' in blue and 'Friends' in red, with a stylized graphic of three figures in yellow, orange, and blue above the 'i' in 'Friends'. Below this, 'Lewes Public Library' is written in blue.

Just Between Friends

Lewes Public Library

Knowledge, Skills and Abilities Required

- Knowledge of cash management principles and/or procedures.
- Ability to communicate effectively, both orally and in writing.
- Knowledge of mathematics.
- Knowledge of customer service standards and procedures.
- Ability to analyze and solve problems.
- Knowledge of retail stock management and control principles and procedures.
- Ability to read, understand, follow, and enforce safety procedures.
- Ability to summarize and reconcile retail sales and operating statistics, and prepare routine statistical reports.
- Ability to supervise and train volunteers, including organizing, prioritizing, and scheduling work assignments.
- Ability to operate a computerized cash register.
- Knowledge of retail floor sales techniques.
- Ability to foster a cooperative work environment.
- Knowledge of retail advertising, sales promotion, and/or visual merchandising techniques.
- Volunteer development and performance management skills.
- Knowledge of basic fiscal and personnel management principles.

Working Conditions and Physical Effort

- Moderate physical activity. Requires handling of average-weight objects up to 25 pounds or standing and/or walking for up to four (4) hours per day.
- No or very limited exposure to physical risk.
- Work is normally performed in a typical interior/office work environment.
- References may be required.