

JOB DESCRIPTION ONLINE SALES MANAGER

Status: Full time, hourly nonexempt
Reports to Literary Director

Mission

Friends is a diverse community of individuals, families and institutions who love our San Francisco Public Library and make it exceptional. We champion free public access to information, resources and opportunities for all people. Our mission is to strengthen, support and advocate for a premier public library system in San Francisco.

Summary of Responsibilities

On-Line Sales Manager contributes to the mission of Friends by coordinating and executing Friends' on-line sales and local event specialty booth sales, as well as participating in selective aspects of the retail, wholesale, and Big Book Sales as deemed necessary by the Literary Director.

Deliverables

- Working with Literary Director, develop, meet and/or exceed sales goals, with primary responsibility for sales on the Amazon and Ebay platform
- Research, price, and post merchandise strategically on online sales sites to maximize revenue and reach niche customers.
- Package, ship and track merchandise appropriately.
- Offer high level customer services on line and problem solve when necessary.
- Lead a team of volunteers in prescribed tasks to help meet bottom-line sales goals.
- Track inventory and monthly sales on each site and use information to evaluate sales efficiencies on each sales site.
- Work with and coordinate tasks with Literary Director on a daily basis, including support for specialty sales and faires if needed.
- Continue to exploit and evaluate existing sales platforms while exploring new platforms as opportunities arise. Revise existing and develop new strategies for increased sales.
- Work with other staff to help promote the success of all book sales operations.
- Assist in planning and execution of Big Book Sales.
- Participate in strategic planning of book sale strategies with Literary Director and book operations team leaders.
- Work with other Book Operations staff to provide Munich customer with books in a way satisfactory to the customer. Oversee counts, packing and shipping.

Friends Mission and Values & Community Relationships

- Positively represent the mission and community value of Friends with book donors, volunteers, library staff, vendors and the community.
- Understand and be able to describe all of the Friends programs: direct financial support to the Library; indirect support in financial management and investment; book donation and retail sales; the Community Literacy Program, and green conservation goals.
- Promote and articulate the goals and messaging of Friends' special fundraising campaigns and bookselling initiatives

Volunteer Collaboration

- Work with and coordinate tasks with Manager of Volunteer Services on a daily basis to maximize the effectiveness of volunteer participation in On-Line Sales.
- Manage the assignment and allocation of tasks to and supervision of assigned volunteers.
- Work with Manager of Volunteer Services orienting new volunteers (signing in and tracking hours).
- Provide support for volunteers to carry to tasks, including answer questions and providing information.
- Adhere to the policies and guidelines specified in the Friends' Volunteer Handbook
- Model and guide volunteers in providing positive customer service, including giving them proper information to be responsive to different issues and questions about Friends.

Other Responsibilities

- Ability to fulfill physical requirements of job duties, lifting (up to 35 pounds), carrying, pushing, pulling, typing, phones, etc.

Friends of the San Francisco Public Library is an Equal Opportunity Employer. Qualified applicants will receive consideration for employment without regard to the fact or perception of their race, creed, religion, color, ancestry, national origin, age, sex, sexual orientation, gender identity, domestic partner status, marital status, disability, weight, height or AIDS/HIV status.

To Apply

Email a cover letter and resume to employment@FriendsSFPL.org with your name and the job title you are applying for in the subject line.