



**Position Title:** Bookstore Manager

**Full or Part Time:** 100% FTE

**Position Category:** Exempt, with benefits

**Exempt or Non-exempt:** Exempt

**Reports to:** Director of Visitor Experience and Marketing

The mission of San Francisco Botanical Garden is to create, sustain and interpret a distinct, documented collection of Mediterranean, mild temperate and tropical cloud forest plants displayed in designed gardens and to provide a place of exceptional beauty and natural sanctuary. San Francisco Botanical Garden Society builds communities of support for the Garden and expands people's understanding and appreciation of plants.

Located in Golden Gate Park, San Francisco's unique Botanical Garden inspires visitors with the extraordinary diversity of rare and unusual plants that can be grown in coastal California. Through its programs and displays, the Garden cultivates the bond between people and plants and instills a deeper understanding of the necessity to conserve Earth's biological diversity. As a public/private partnership between a community-based nonprofit organization and the San Francisco Recreation & Parks Department, and a beloved San Francisco institution, we are committed to transparency, cultural diversity, inclusion and environmentally responsible practices. We are proud to be a *public* public garden, accessible to all, and grateful to the funders who help sustain us.

### **POSITION SUMMARY**

The Garden Bookstore is one of the first places visitors engage with the Garden and thus it plays a critical role in creating a good first impression as well as an excellent overall visitor experience. The Bookstore Manager oversees all visioning, planning, and daily operation of the Garden Bookstore.

The Bookstore Manager is expected to create a warmly welcoming space for all visitors, support broader institutional efforts, and maximize revenue from book and goods sales. The Bookstore Manager reports to the Director of Visitor Experience and Marketing and works in close collaboration with the Curatorial and volunteer plant sale teams, other departments, and SFRPD.

The ideal candidate will have a high level of attention to detail, passion for both planning and execution and a proven track record of managing an educationally-focused, profitable retail operation. This candidate will be self-motivated, highly organized, and able to work creatively and effectively as a leader, individual contributor and member of a team, fostering positive internal and external relationships.

### **Primary Responsibilities**

- Develop revenue goals and expense budgets, track progress, prepare and distribute reports, order, display, and sell goods to meet net revenue goals.

- Manage, with Marketing and other appropriate department leadership, all Bookstore marketing efforts including e-mail marketing, social media, special event participation, and more.
- Recruit, train, schedule, and manage Garden Bookstore Assistant Manager as well as volunteer corp.
- Facilitate weekday Plant Arbor sales.

### **Experience and Qualifications**

- Experience and demonstrated success in a nonprofit organization:
  - Managing a retail operation, including developing, monitoring and meeting revenue and expense budgets.
  - Motivating and engaging staff and volunteers.
  - Collaborating across the organization and with outside contractors, vendors and partners to achieve desired outcomes.
  - Solving problems creatively and strategically and using data analysis to make recommendations and changes based on results.
  - Working with point of sale and inventory management software (familiarity with Square and QuickBooks Inventory Management a plus) as well as Microsoft Office Suite (intermediate to advanced skills) and other standard office software.
  - Working in a small department where hands-on participation is needed.
  - Performing equivalent responsibilities in a nonprofit organization of similar size.
- Excellent written and oral communication skills
- Bachelor's degree

### **Personal Qualities and Attributes**

- Genuinely enjoys engaging visitors and donors.
- Passion for gardens or the natural world and for bringing those experiences to the public; high commitment to learning about the Garden.
- Able to think strategically, while also being detail and analysis oriented.
- High standards of integrity, professionalism, discretion, excellence and accountability; demonstrates emotional intelligence and self-awareness; inspires confidence and trust; welcomes feedback.
- Highly collaborative; a leader and team player able to motivate and organize staff and volunteers and bring together different departments within the institution to work towards shared goals; appreciates impact of their work on colleagues and the Garden's success.
- Exercises initiative to identify and solve problems with drive, flexibility and creativity.
- Resourceful – able to do more with less and build upon challenges.
- Able to work well under pressure and adapt easily to changing situations and priorities; exercises good judgment and stays focused on overarching goals.
- Able to interact in an effective, tactful and professional manner internally, externally and with the public at large; responds graciously and promptly to the needs and requests of others.
- Dedicated and ambitious to achieve organizational success; willing to pitch in and go the extra mile when needed.

### **Additional Expectations**

- The Garden is open 365 days a year and the Bookstore Manager must be able to work occasional nights, holidays, and weekends as required.
- Able to engage in a range of physical activity, including standing or sitting at a desk or computer and walking (sometimes on uneven surfaces) for extended periods of time. Must be able to climb a flight of stairs and lift/carry up to 25 pounds.

**To Apply:** Email your cover letter and resume as one pdf attachment to [blange@sfbg.org](mailto:blange@sfbg.org) with “Bookstore Manager Search” in the subject line.

The San Francisco Botanical Garden Society is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.