

Sam's Place

Position Specifications

Assistant Store Manager – 2 positions

Duties and Responsibilities:

Under the direct supervision of the Store Manager, and in cooperation with other senior site volunteers, the Assistant Store Manager is responsible for the over all operation of Sam's Place.

In that capacity the Assistant Store Manager will:

- Ensure that appropriate staff and staffing numbers are present for the smooth operation of Sam's Place
- Ensure that the food services at Sam's Place are operating within the contractual parameters laid out for the contractors of the café
- Monitor the stage acts to ensure that appropriate performances have been booked and have arrived
- Monitor book store operations to ensure that the facility is neat and clean and that book shelves are fully stocked
- Ensure that book stocks are regularly rotated
- Assist in the development and implementation of promotional campaigns for Sam's Place
- Liaise with the public and community groups
- Oversee the general operation of the book store and any and all programs and activities that may occur either in the book store or on the upper level of the building
- Participate as part of the Management Team

Hours of Work:

It is anticipated that the Assistant Managers will each work an average of 15 to 20 hours per week and that some weekend and evening work will be required. Specific shift schedules will be cooperatively set once the positions are filled.

Qualifications:

Applicants for these positions should have experience in a managerial role and a proven history of working well with volunteers and the general public.

Applicants must have the ability to communicate well, both orally and in writing.

Problem solving skills are important as is the ability to adapt to changing situations in a retail environment.

As Sam's Place is built upon a Christian ethic, a sound understanding of this foundation is important as is the desire to uphold that ethical operating strategy.

Bookstore Staff Manager

Duties and Responsibilities:

Under the direct supervision of the Store Manager, Bookstore Staff Manager is responsible for managing the volunteer staff of the bookstore at Sam's Place

In that capacity the BSM will:

- Ensure that appropriate staff and staffing numbers are present for the smooth operation of Sam's Place
- Help to define the specific job functions of the bookstore staff
- Assist in the training of bookstore staff, especially in terms of cashier functions and security procedures
- Work with the Volunteer Manager in organization of volunteer staff
- Communicate Sam's Place information to volunteer staff
- Evaluate volunteers on a regular basis and communicate evaluations with Store Manager
- Participate as part of the management team
- Assist the Store Manager in assessing the general operations of the bookstore

Hours of Work:

It is anticipated that the Assistant Managers will work an average of 10 to 12 hours per week and that some weekend and evening work will be required. Specific shift schedules will be cooperatively set once the positions are filled.

Qualifications:

Applicants for these positions should have experience in a managerial role and a proven history of working well with volunteers and the general public.

Applicants must have the ability to communicate well, both orally and in writing.

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Inventory Manager

Duties and Responsibilities:

Under the direct supervision of the Store Manager, Inventory Manager is responsible for managing the inventory staff of the bookstore at Sam's Place

In that capacity the ISC will:

- Together with the Store Manager, create and maintain a plan for book criteria
- Together with the Store Manager, create and maintain a plan for the collection, stocking, sorting and/or recycling of books
- Stock bookshelves and update shelves regularly
- Ensure that appropriate staff and staffing numbers are present for the smooth management of inventory of books
- Work with the Volunteer Manager in organization of volunteer staff
- Communicate Sam's Place information to volunteer staff
- Evaluate volunteers on a regular basis and communicate evaluations with Store Manager
- Participate as part of the management team
- Assist the Store Manager in assessing the general operations of the bookstore

Hours of Work:

It is anticipated that the Assistant Managers will work an average of 10 to 12 hours per week and that some weekend and evening work will be required. Specific shift schedules will be cooperatively set once the positions are filled.

Qualifications:

Applicants for these positions should have experience in a managerial role and a proven history of working well with volunteers and the general public.

Applicants must have the ability to communicate well, both orally and in writing.

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Stage manager

Duties and Responsibilities:

Under the direct supervision of the Store Manager, and in cooperation with other senior site volunteers, the Stage Manager works to ensure that a wide variety of performing

artists are given an opportunity to perform on the Sam's Place Stage. These performances may include, but not be limited to: singers, poets, authors, musicians, actors, comedians, and magicians..

In that capacity the Assistant Store Manager will:

- Establish relationships with performing artists and arts groups to solicit performances for Sam's Place.
- Coordinate performance schedules to ensure that all performance slots are filled.
- Monitor the quality and nature of performances to ensure that they adhere to performance standards as set out by the Sam's Place board of Directors
- Coordinate and supervise volunteers who will provide performance time support and supervision of acts, operate the sound boards and lights.
- Ensure that all equipment is maintained in good working order
- Evaluate stage management volunteers
- Participate as part of the Management Team
- Communicate with the Store Manager to ensure the promotion of acts
- Facilitate the sale of cd's , books, and other performers' materials

Hours of Work:

It is anticipated that the Stage manager will work an average of 15 hours per week and that some weekend and evening work will be required. As well, the Stage Manager will agree to be on call for most evenings and prepared to respond if serious difficulties regarding the performances should arise.

Qualifications:

Applicants for these positions should have experience in stage management and a solid foundation of dealing with performing artists.

Applicants should have the ability to work well with volunteers and the general public.

Applicants must have the ability to communicate well, both orally and in writing.

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Volunteer Manager

Duties and Responsibilities:

Under the direct supervision of the Store Manager, and in cooperation with other senior site volunteers, the Volunteer Manager is responsible for the recruitment, training and assignment of all Sam's Place volunteers.

In that capacity the Volunteer Manager will:

- Establish relationships with churches, schools, volunteer groups and associations, and with other appropriate community organizations with a view to promoting volunteer opportunities at Sam's Place
- Supervise and provide direction to the 7 daily volunteer coordinators
- Work to promote Sam's Place memberships for all Sam's Place volunteers
- Helps to evaluate all Sam's Place volunteers and takes appropriate actions to match volunteers to tasks that are appropriate to their skill sets
- Develops and coordinates volunteer training sessions as required
- Assumes responsibility for conflict resolution as required
- Maintains a list of current volunteers
- Participate as part of the Management Team

Hours of Work:

It is anticipated that the Volunteer Manager will work an average of 15 hours per week and that some weekend and evening work will be required.

Qualifications:

Applicants for these positions should have strong experience in human resource management, especially within the context of volunteer coordination and training.

Applicants should have the ability to work well with volunteers and the general public.

Applicants must have the ability to communicate well, both orally and in writing.

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IT Manager

Duties and Responsibilities:

Under the direct supervision of the Store Manager, and in cooperation with other senior site volunteers, the IT Manager is responsible for providing support for all IT applications within Sam's Place.

In that capacity the Volunteer Manager will:

- Work to establish and maintain WIFI connections within Sam's Place
- Work with MCC to establish and maintain web based information regarding Sam's Place
- Work to establish and maintain a stand alone Sam's Place web site

- Supervise and provide direction to IT volunteers within Sam's Place
- Act as a resource to address general IT problems within Sam's Place operations.
- Participate as part of the Management Team

Hours of Work:

It is anticipated that the Volunteer Manager will work an average of 15 hours per week and that some weekend and evening work will be required.

Qualifications:

Applicants for these positions should have a demonstrated knowledge of IT, specifically in the areas of web page design and maintenance, WIFI applications and general IT troubleshooting

Applicants should have the ability to work well with volunteers and the general public.

Applicants must have the ability to communicate well, both orally and in writing.

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Daily Volunteer Coordinator - 7 positions

Duties and Responsibilities:

Responsible to the Volunteer Manager the Daily Volunteer Managers are responsible for the training and coordination of the volunteers for 1 day per week.

In that capacity the Daily Volunteer Manager will:

- Work closely with the Volunteer Manager to organize all of the volunteers willing to work one day per week.
- Work closely with the Volunteer Manager to ensure that the volunteers are properly trained and prepared for their positions at Sam's Place.
- Work closely with the Volunteer Manager to ensure that there is appropriate trained staff in the appropriate quantities on their assigned day of the week.
- Spend part of their workday (e.g. each Monday), working alongside of their volunteers or at least talking to each volunteer to make sure things are as they should be.
- Communicate Sam's Place information to the volunteer staff
- Evaluate volunteers on a regular basis and communicate evaluations with Store Manager

Hours of Work:

It is anticipated that the Daily Volunteer Manager will work an average of 4-6 hours per week. This would include the weekly phone calls required to coordinate the volunteers one day per week, and 2 hours on site per week as well as a yearly weekend training process.

These hours would be quite flexible except for the restriction imposed by their agreed upon day per week. (I.e. If your day is Wednesday you will probably be busy calling on Monday and Tuesday.)

Qualifications:

Applicants for these positions should have experience in a supervisory role and a proven history of working well with volunteers and the general public.

Applicants must have the ability to communicate well, both orally and in writing. Problem solving skills are important as is the ability to adapt to changing situations in a retail environment.

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