Village Well
BOOKS & COFFEE

Operations Manager Job Description

Village Well Books & Coffee opened in early 2021 in Downtown Culver City California with a 3,000 SF shop that was evenly divided between cafe and bookselling space. In 2024 it nearly doubled its space adding mostly to the bookselling floor. It is known as a vibrant and welcoming community third place with a very busy sales floor and cafe filled with remote workers.

Our mission is to feed bodies with fresh, healthy, and delicious food and drinks, to nurture minds with books of all genres, and to nourish souls through welcome, comfort, inspiration and connection. We aim to extend positivity into the world to encourage kindness, self-care, literacy, creativity, and sustainability. We are ethical, honest, and respectful, we embrace all people and we share what we have.

Our core working values : Kindness, Proactivity, Teamwork, Creativity, Knowledgeability

OVERVIEW: We are looking for a mature, outgoing leader to partner with the business owner to support Village Well operations. Our priorities are that the store remains a welcoming and attractive space for customers, while fostering a work environment that is safe and supportive of employee well-being so that staff can continue to provide exemplary customer service without burnout.

The Operations Manager will work to ensure smooth and profitable business operations across multiple business lines: book, gift and art sales, cafe, in-store events and offsite sales. This is a new position and the specific emphasis and responsibilities will be developed on the job. The Owner/GM aims to offload and share high-level leadership in multiple areas including staff management, events, marketing and other special projects. The specific skills and interests of the selected candidate will determine the specific position description, and it will likely evolve over time.

RESPONSIBILITIES: The Operations Manager will provide high-level leadership in the following areas:

Bookselling - Manage and support bookselling staff including onboarding, training,scheduling and communications, ensuring team cohesion and individual staff satisfaction. Manage inventory flow including reordering, special orders, website orders, receiving, shelving, pulls and returns and the annual inventory count. Ensure store organization, decorations and displays are all kept attractive.

Marketing - Coordinate and support marketing staff to ensure consistent brand presentation, effective external communication in furtherance of Village Well's mission to uplift the community and its need to operate profitably. Oversee the use of multiple strategies including email, social media, in-store signage, placement of flyers in the community, advertising and public relations.

Events - Collaborate with and support the Events team with creative and thorough promotion and logistics for both instore and offsite events. Steward relationship building with partners from the local community and the larger book industry to produce excellent well-attended events.

Facility - Understand and oversee the business' various technologies including computers, computer network, POS, credit card processing, and music. Manage facility upgrades and maintenance, taking the lead on needed emergency repair with plumbing, electrical, Wi-Fi and air conditioning systems.

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DESIRED SKILLS & COMPETENCIES

- Passion for gathering and connecting people
- Belief in Village Well's mission and working values
- Ability to maintain calm, compassionate, firm demeanor while working with people all day
- Ability to be at the business site 40 hours/week including some evenings and weekends
- Ability to lift heavy boxes and work standing up for extended periods of time
- Experience managing effective and happy teams
- Experience managing projects with multiple moving parts
- Experience producing and hosting events
- Experience with bookselling software systems a plus. Ability and willingness to learn and master them a must.
- A passion for books, with existing knowledge or a desire to learn and grow that knowledge in a retail setting.
- Ability and willingness to learn new skills quickly to respond as needs arise.
- Experience with marketing
- Ability to focus on details, remain organized, and prioritize tasks.
- Understanding basic bookkeeping (profit and loss statements, balance sheet) or willingness and capacity to learn

COMPENSATION:

Salary Range: $70,000-$80,000 exempt

Benefits: Medical, Dental, Vision, Short Term Disability, Life Insurance, 401K with match, PTO, meals

TO APPLY: Please send resume and cover letter to jobs@villagewell.com