



Manager of Retail Operations (Logan Square)

Position Description

Spring 2025

About Open Books

Open Books transforms lives through reading, writing, and the unlimited power of books. Since inception, Open Books has impacted tens of thousands of Chicagoans, primarily children (birth – 12th grade), through in- and out-of-school literacy programs and the provision of free books via an increasing number of channels. Open Books' programs have boosted the skills and confidence of thousands of Chicago children, from the newborns who receive books through Dolly Parton's Imagination Library to the first and second grade readers in the Reading Buddies program. Open Books envisions a Chicago where all children have a chance to develop the reading and writing skills they need to feel confident and flourish on their academic journeys and beyond.

Open Books approaches its work with an equity lens and addresses the barriers that make access to books and literacy programs uniquely difficult for children and families in Chicago's resource-withheld neighborhoods. Ten priority neighborhoods served by Open Books include: North Lawndale, Austin, W./Garfield Park, Pilsen, Little Village, Englewood, Belmont Cragin, W./Humboldt Park, and Hermosa.

Open Books is an Equal Opportunity Employer and complies with the spirit and law of anti-discrimination protections to foster a diverse workforce.

About the Position

Open Books seeks an enthusiastic retail leader passionate about literacy in the City of Chicago to serve as its Logan Square Retail Operations Manager. The Manager of Retail Operations (Logan Square) contributes to the Open Books mission and vision through the management of day to day operations and procedures of the organization's Logan Square location to support the sustainability, growth, and impact of the Open Books mission. The Manager of Retail Operations (Logan Square) contributes to the earned income revenue component of the organization and ensures that literacy placemaking through the Open Books Logan Square Store remains active and reflective of the organization's mission, vision, and impact goals. The Manager leads the team of booksellers in the Logan Square store, and collaborates with the managers of Open Books Pilsen and West Loop to optimize inventory, systems, and customer experience. They will join a team of 28 staff members who seek to transform lives through reading, writing, and the unlimited power of books.

The Manager of Retail Operations (Logan Square) reports to the Operations Director.

Core Responsibilities

Retail Operations

- Manage the operations and implementation of revenue strategies for the Logan Square store, including in-store, e-commerce, and off-site events.
- In partnership with the Director of Operations, design and implement systems and procedures related to store activities including, but not limited to, open/close, customer service, inventory management, display, facilities management, and security.
- In partnership with the Logan Square Retail Manager, co-Lead and manage the purchasing of new books and remainders for the respective bookstores and Booksmobile; partner with the Community Engagement Team on purchasing needs for the Booksmobile.
- Collaborate with the Book Operations Manager, West Loop Retail Manager, and Book Access Manager to ensure effective and equitable inventory disbursement across Open Books spaces.
- In partnership with the Director of Operations, develop, manage, and evaluate short and long term goals, objectives, and initiatives for the Logan Square store to support sustainability, impact, and Open Books' mission.
- Partner with the Development Coordinator - Volunteer Lead to lead store volunteer training and serve as the on-site manager for retail volunteers.
- Collaborate with the Development and Communications team to support implementation and bookseller training of effective marketing strategies, displays, and collateral for Open Books' retail spaces.
- Maintain an active participation within the Chicago booksellers community.
- Manage maintenance and upkeep (repairs and troubleshooting) of the Logan Square store: facility, technology, and software.
- Lead recurring Logan Square team meetings.

Data and Evaluation

- Create, analyze, and share Logan Square metrics, sales trends, and other reports as needed or requested.

Management and Leadership

- Manage the Logan Square Retail Team, leading and coaching 3-4 staff with direct supervision.
- Hire, onboard, and train new retail staff, and support the hiring processes of other Open Books staff where appropriate and as requested.
- Create and manage staff work plans.
- Set and track individual and collective weekly, monthly, and quarterly inputting goals for the Logan Square Retail Team.
- Conduct mid-year and annual reviews.

- Act as an advisor to the Director of Operations.
- Support the implementation and progress toward achieving Open Books Strategic Plan goals.
- Be an active participant and partner in cross-departmental meetings including, but not limited to, the Warehouse, Program Collaborators, and Bookflow meetings.
- Serve as a member of the Directors and Managers team, helping to drive organizational strategy and organization-wide efforts, promote cross-departmental collaboration, support design and co-leadership of staff-wide meetings and professional development,
- Support organizational expectations, efforts, initiatives, processes, and training regarding DEAI.
- Serve as a representative of Open Books at internal and external meetings and presentations.
- Actively participate in professional development to grow leadership skills.
- Help ensure the overall health, vitality, and positive morale of Open Books.
- Uphold and regularly demonstrate the [core values of Open Books](#): Accountability, Collaboration, Empowerment, Ingenuity, and Respect.

Role Requirements

- Strong belief in the importance of literacy and literacy education.
- Enthusiastic about and committed to Open Books' mission and programs
- Strong leadership skills
- 2 years management experience
- 3 years experience working in retail or other comparable customer service industries
- Detail-oriented with excellent organizational skills
- Strong communication skills
- Experience facilitating trainings and meetings preferred
- Ability to balance multiple priorities and tasks simultaneously
- Ability to take initiative and hold a solution-minded approach to challenges
- Ability to communicate and collaborate across organizational departments
- Ability to work independently and hold self accountable for deadlines and deliverables
- Proficiency with Google Suite (Gmail, Drive, Forms, Docs, Sheets, etc.)
- Regularly lift and transport heavy boxes and other materials (up to 40 lbs.)
- Knowledgeable about books and strong interest in reading; knowledge of the book industry is a plus

Work Environment

- Full on-site work in our bookstore(s)
- 40 hour work week with at least one weekend day required
- Attendance required at special retail and program events including Independent Bookstore Day (April) and Printers Row Lit Fest (September), Open Books Slide Into Summer (June) and

Lit Fest (August)

- Occasional off site work at our other locations
- Family-friendly and flexible atmosphere
- Opportunities for professional development and growth

Compensation & Benefits

- Base salary of \$52,000
- Competitive benefits, including health and dental insurance
- Voluntary vision and life insurance
- Voluntary participation in the organization's 401(k) plan
- Generous paid time off (in excess of several federal and other holidays)
- Flexible, family-friendly work environment