

**Tai Sophia Institute**

# Job Listings

Post Date: 9/27/11  
End Date: Until filled

## **Manager – The Meeting Point at Tai Sophia Institute**

**Start Date: Immediately**

Founded in 1974, Tai Sophia Institute is a leading center for wellness-based education, client care, and public policy discourse. Accredited by the Middle States Commission on Higher Education, the Institute offers master's degree programs in Acupuncture, Nutrition and Integrative Health, Herbal Medicine, and Transformative Leadership and Social Change; graduate certificates in Chinese Herbs, Health Coaching, Herbal Studies, Medical Herbalism, Transformative Leadership, and Wellness Coaching; as well as community workshops and continuing professional education programs. Moving toward university status, Tai Sophia Institute is developing several new academic programs.

Tai Sophia Institute is seeking a dynamic individual to manage day-to-day operations of the Meeting Point Café and Bookstore. Our bookstore team is all about service and going above and beyond for our guests, striving to give a representation of the Institute's philosophy and warmth to visitors to the campus, students, faculty and staff. The right person in this job will ensure the satisfaction and sense of welcome to all members and guests of the Tai Sophia community while keeping an eye on the bottom line. Reporting to the Vice President for Business and Financial Services, this full-time position includes some evening and weekend shifts (as needed) and requires an individual with an ownership mentality.

**Position Responsibilities** include, but are not limited to:

- Provide management and leadership for all facets of the Meeting Point's operations
- Properly supervise and manage staff
- Process daily cash and sales orders in store and online
- Maintain the online bookstore site, including posting community programs and other related classes through the online retail tools
- Provide outside textbook seller (MBS Direct) with the proper information needed to facilitate textbook purchasing for each trimester of classes
- Ensure the highest standards of customer service are exhibited in the Meeting Point, including handling guest suggestions or complaints with a friendly and understanding attitude
- Ensure that all phone and email inquiries are answered and that all orders are properly shipped
- Provide a cost-effective catering option for in-house activities and meetings
- Maintain compliance with applicable health codes
- Order/purchase all necessary materials and inventory, maintaining proper levels necessary for business needs
- Work with community members to keep merchandise relevant to events at the school



**Tai Sophia  
Institute**

7750 Montpelier Road  
Laurel, MD 20723  
Phone: 410-888-9048  
Fax: 410-888-9004  
[www.tai.edu](http://www.tai.edu)

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- Review potential new products and create new promotions and for increased business
- Continually assess operations for adjustments and improvements
- Ensure that the equipment of the Meeting Point is properly cleaned, maintained and cared for
- Other duties as assigned

#### Qualifications:

- 3+ years of food service management experience
- Retail management experience helpful
- Bachelor's degree preferred
- Proven ability to manage a comprehensive POS system
- Excellent customer service and communication skills
- Superior computer skills, including proficiency in Microsoft Office
- Knowledge of HTML extremely helpful
- Stable job history, professional demeanor and ability to work a flexible schedule

Interested individuals should forward a letter of interest (including desired salary) and resume to our Office of Human Enrichment at [jobs@tai.edu](mailto:jobs@tai.edu), referencing "Position 1122" in the Subject line of the email. No phone calls, please.



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Applicants are considered on the basis of individual merit without regard to race, color, national or ethnic origin, gender, gender identity, sexual orientation, marital status, pregnancy, age, religion, disability, genetic information, or any other characteristic protected by law. The Institute is committed to being, communicating, and educating in ways that recognize and honor the full range of human diversity. EOE