



## **JOB TITLE: BOOKSTORE GENERAL MERCHANDISE BUYER**

Classification: Classified  
Salary Range: 39

Retirement Type: PERS\*  
Board Approved: October 18, 2004

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### **BASIC FUNCTION:**

Under the direction of the Director-Bookstore or Assistant Director-Bookstore, plan, coordinate, and purchase non-textbook merchandise for resale in a large college bookstore retail operation; assist in overall computer and point-of-sale technical support; oversee the development, installation and maintenance of hardware and software systems of the Bookstore; adhere to department budgets, sales, inventory and gross margin goals; prepare documents, financial records and reports to assist in the budget process; provide customer service regarding special orders of reference materials, computer software and general supplies; train, coordinate and provide work direction to subordinate personnel.

### **DISTINGUISHING CHARACTERISTICS:**

The Bookstore General Merchandise Buyer performs the duties of purchasing trade and reference books, computer software, gifts, clothing, art and engineering materials, general office supplies and related non-textbook items; develop and maintain buyer-vendor relations; maintain inventory levels in each department; plan and schedule promotions, special department sales, programs and events; develop and implement overall merchandising and advertising strategy; assist in support of computerized point-of-sale and inventory control systems; provide computer hardware and software technical support to customers and Bookstore office personnel; work closely with faculty to determine student requirements and needs.

### **REPRESENTATIVE DUTIES:**

Prepare and issue purchase orders for all non-textbook merchandise for resale in a college bookstore; maintain appropriate inventory according to established guidelines and budget; determine quantities, margin of profit and inventory levels; enter items and vendors in database and place orders through bookstore computerized system.

Develop and maintain vendor and publisher relations and contact by phone, fax, electronic or in person to negotiate availability, terms, cost, discount, delivery schedules and convey our method of shipment when freight is to be paid by bookstore.

Schedule appointments and meet with vendors for new product lines; assess and determine bookstore needs or ability to produce an acceptable profit; monitor and control inventory levels, low stock, out-of-stock, overstock and determine price mark-up or mark-down based on new orders or discontinued items.

Monitor receiving and return of merchandise, shortages, overages, shipping damages, defective or missing, packing slips, back orders, invoices, shelf tags, bar codes and prices.

Contact faculty to explain policy and procedure, determine requirements and needs, report order status, and resolve problems associated with out-of-stock or items no longer available.

Work closely with faculty for acquisition of special software requirements for students and department use; communicate with bookstore personnel and provide assistance with computer, cash register and terminal problems; provide customer assistance with routine or special orders and resolve refund issues, problems or concerns in person or over the phone as necessary.

Compile information from faculty requisitions, department requisitions and sales history to determine proper quantities for resale; maintain supply lists and all other related information pertinent to materials used in classroom for resale.

Develop and manage procedures for computer input of items in database and point-of-sale cash register system; SKU or Bookland bar code, descriptor, associated vendors and proper department and class for ordering, receiving, cashier scanning, inventory tracking, invoices and multiple report purposes.

Coordinate promotional sales and special events with bookstore personnel; flyers, catalogs, advertising, promoting, setup, staffing, price, duration and location; determine margin, update inventory database and prepare sales reports for auditing and sales analysis.

Develop and carry out continuous plan for increased revenue in support of the Bookstore and District through marketing research, promotional sales, new product lines and customer needs.

Actively participate in physical inventory and preparation; train and oversee personnel; assure return of defective items; conduct pre-inventory sale; all items have bar-codes and shelf tags; control of hand-held scanning devices for actual inventory and assist with audit; accurately account for inventory in database.

Train and provide work direction to assistant and other personnel for proper computer input of merchandise received for accurate accounting and report purposes.

Coordinate and monitor work-flow of subordinate personnel; assure timely completion of assigned duties; promote and provide customer assistance; provide technical support to bookstore staff with word processing, spreadsheet development and other software applications.

Install, configure and maintain new personal computers and PC hardware and software applications within the bookstore.

Operate a variety of office equipment including a personal computer, computer terminal, typewriter, calculator and books-in-print database and computerized point-of-sale cash register.

Generate computerized purchase orders and receiving work sheets for stockroom and determine bar code and price label formats.

Manage Books-In-Print database and train personnel to assist customers with special orders.

Communicate with college store store buying groups for new product line and price advantages.

Assist in other areas during peak periods or as needed; operate a point-of-sale register; open or close the bookstore; buy back textbooks; give refunds.

Perform related duties as assigned.

## **JOB QUALIFICATIONS:**

### Education and Experience:

Any combination equivalent to: graduation from high school supplemented by two years of college-level coursework in procurement, merchandising or related field and three years of increasingly responsible experience as a buyer in a retail environment.

## **OTHER QUALIFICATIONS:**

### Knowledge/Areas of Expertise:

Principles and practices of ordering and purchasing supplies in large quantities for resale.

Functions, operations and activities associated with a college bookstore and/or retail environment.

Retail sales procedures and practices.

Methods, procedures, and terminology used in general accounting.

Inventory maintenance and control.

Computer systems including inventory database, ordering, receiving, returns, point-of-sale cash registers, buy-back, hand held scanning devices and accounting.

Current books, supplies and software applicable to a college bookstore.

Record-keeping techniques including inventory control and procedures.

Appropriate publishers and suppliers.

Methods and practices used in purchasing merchandise for re-sale.

Calculations of discounts, margins of profit, mark-ups and markdowns.

Correct English usage, grammar, spelling, punctuation and vocabulary.

Interpersonal skills using tact, patience and courtesy.

Purchasing methods and procedures; purchase orders, invoices, terms, conditions, credits and shipping.

Modern office practices, procedures and equipment.

Oral and written communications skills.

Physical inventory procedures.

Current technology and specifications of computers and software applications.

Computers; database and network systems functions and applications.

Opening and/or closing a retail operation.

combination equivalent to: graduation from high school supplemented by two years of college-level coursework in procurement, merchandising or related field and three years of increasingly responsible experience as a buyer in a retail environment.

### Abilities/Skills:

Quickly learn the campus organization and applicable operations, policies, and procedures.

Order and maintain appropriate inventory levels, according to established bookstore guidelines.

Operate and understand a computerized operating system, peripherals and software applications; ordering, receiving, returns, buy-back, accounting, inventory scanners, and point-of-sale cash registers.

Research and investigate merchandise through the Internet.

Make arithmetic calculations quickly and accurately in connection with ordering and price-setting of retail merchandise.

Work independently with little direction.

Establish and maintain effective working relationships with others.

Analyze situations accurately and adopt an effective course of action.

Meet schedules and time lines.

Plan and organize work

Train and provide work direction to others.

Maintain records and prepare clear comprehensive reports.

Communicate effectively both orally and in writing.  
Execute the procedures required in opening and/or closing the Bookstore.  
Resolve technical problems related to the point-of-sale system.  
Perform work effectively in a fast paced environment.  
Understand and follow oral and written direction.  
Greet the public tactfully and courteously.  
Interpret, apply and explain rules, regulations, policies and procedures.

**WORKING CONDITIONS:**

**ENVIRONMENT:**

Retail environment.  
Considerable distraction from office activities.  
Required overtime during peak periods.

**PHYSICAL ABILITIES:**

Lift and carry up to 50 pounds.  
Use arms, legs, and back to lift moderately heavy objects.  
Climb ladders to retrieve overhead stock.  
Reach overhead, above the shoulders and horizontally.  
See to read and prepare reports.  
Dexterity of hands and fingers to operate a computer terminal.  
Bend at the waist.  
Sit and stand for extended periods of time.  
Hear and speak to exchange information in person or on the telephone.

\* Previous employment performed in a different public retirement system may allow eligibility to continue in the same retirement system.