



JOB TITLE: BOOKSTORE TECHNICAL ASSISTANT

Classification: Classified
Salary Range: 29

Retirement Type: PERS*
Board Approved: October 20, 1997

BASIC FUNCTION:

Under the direction of the Bookstore Director or Assistant Director, perform technical and complex assignments within the Bookstore; analyze and prepare data for computerized point-of-sale system; prepare billing reports assuring accuracy and compliance with State, Federal and specialized program guidelines; maintain and review of documentation and financial records; operate computerized point-of-sale cash register system; train, coordinate and provide work direction to subordinate personnel.

DISTINGUISHING CHARACTERISTICS:

The Bookstore Technical Assistant performs complex technical analysis of specialized financial programs and transactions. Incumbents interact extensively with on-campus and outside governmental agencies to assist students with book loans, coordinate day-to-day office operations, collect data for budgetary and financial reports, order operational supplies, prepare documentation for collection of bad debts and assist customers in person and over the telephone. Incumbents provide work direction to student personnel, operate a computer-based point-of-sale cash register system, assist opening or closing the Bookstore as required and perform other duties required pertaining to the operation of a retail environment as assigned by the Director-Bookstore or Assistant Director-Bookstore.

REPRESENTATIVE DUTIES:

Perform a variety of specialized duties to provide service to customers and financial accountability of the Bookstore operation.

Interpret and provide specialized information and technical assistance to students, faculty, staff and public; explain policies, procedures, regulations and forms.

Prepare and maintain a variety of technical financial documents related to student loans, purchases from other colleges and outside agencies to assure proper internal controls.

Communicate with other District departments and personnel to exchange information and coordinate activities.

Prepare appropriate forms and maintain documentation on book loan programs; responsible for the accurate accounting of each individual student's available balance for exchanges and credits and processes through the computer database and cash register.

Compile all records and transactions for each student within each program; balance and disperse copies to accounting and program agency for reconciliation subsequent to Bookstore billing.

Balance reports with individual transactions and prepare billing to assigned agencies according to established procedures and timelines; monitor to assure proper reimbursement to Bookstore.

Maintain various records and files related to Bookstore operations; compile information for budget, inventory, billing and collection reports as required.

Maintain files on open purchase orders; other departments, instructor desk copies and outside users for billing and credits.

Train and provide work direction to student assistants and other personnel; monitor and coordinate work-flow; assure the timely completion of duties assigned.

Operate a variety of office equipment including a personal computer, computer terminal, typewriter, calculator and books in print database for special orders.

Operate a point-of-sale cash register and computer terminal which interface directly with the Bookstore computer database, point-of-sale system and accounting functions.

Determine eligibility for refunds following Bookstore policies and procedures; execute appropriate documents for cash register transactions.

Prepare transmittals to collection agency for recovery of funds on returned checks and conduct follow-up on reimbursement.

Assist customers and answer questions regarding stock availability, price, location by section and explain policies regarding refund period, refund conditions, check and charge procedures.

Accept applications for student workers; under supervision, assist in hiring student workers by screening for hours, experience and scheduling; prepare orientation package, name tags and time sheets for up to one hundred student workers during peak periods.

Perform a variety of clerical duties including answering the telephone, opening and distributing mail, filing documents and typing memos, purchase orders, invoices and reports in support of the Bookstore.

Assist in placing special orders; obtain costs, discounts and accurately calculate retail margins.

Assist Buyers with data management of inventory.

Assist with inventory preparation and physical inventory count.

Assist with opening or closing the Bookstore as required; generate reports from ten cash registers and refund registers; count cash drawers; prepare all required paper work; secure safe and entrance doors.

Compile and analyze data relating to the department or function; organize and prepare preliminary reports as requested by the director.

Perform related duties as assigned.

JOB QUALIFICATIONS:

Education and Experience:

Any combination equivalent to: two years education above high school level desirable. Directly related work experience in excess of the three years required may be substituted for the desired education and three years increasingly responsible employment in clerical and computerized point-of sale retail accounting and reporting, or other related field that demonstrates the knowledge, skills and abilities required for this position- three years direct experience with UNIX-based computerized point of-sale inventory control systems required; Sequoia software preferred.

OTHER QUALIFICATIONS:

Knowledge/Areas of Expertise:

Functions, operations and activities associated with a college bookstore and/or retail environment Point-of-sale cash register and associated UNIX computer system.

Retail sales procedures and practices.

Opening and/or closing a retail operation, including setting up cash drawers and methods of accurate cash register balancing.

Modern office practices, procedures and equipment.

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

Oral and written communication skills.

Basic math and record-keeping techniques

Interpersonal skills using tact, patience and courtesy.

Federal, State and local agencies' laws, regulations and processes.

Physical inventory procedures.

Record keeping techniques.

Telephone techniques, equipment and etiquette.

Abilities/Skills:

Ability to quickly learn the campus organization and applicable operations, policies, and procedures.

Operate a computerized accounting, retail point-of-sale inventory data management system.

Perform complex and specialized clerical duties requiring substantive knowledge of assigned program and function.

Effectively operate and understand a computerized cash register system.

Execute the procedures required in opening and/or closing the Bookstore.

Resolve problems related to the operation of cashiering equipment sales entries and cash register adjustments.

Operate a calculator to accurately determine discounts and retail pricing.

Operate office machine including computer, copier and fax machine.

Read, interpret, apply and explain rules, regulations, policies and procedures of the Bookstore.

Communicate effectively both orally and in writing.

Organize and maintain complex records and prepare clear comprehensive reports.

Train and provide work direction to others.

Type at an acceptable level to accomplish reporting and correspondence tasks.

Establish and maintain cooperative and effective working relationships with coworkers, faculty, staff and students.

Work independently with little direction.

Perform effectively in a fast paced environment.

Meet schedules and time fines.

Work overtime during peak periods.

Understand and follow oral and written direction.

Greet the public tactfully and courteously.

Work overtime during peak periods.

WORKING CONDITIONS:

ENVIRONMENT:

Retail environment.

Considerable distraction from office activities.

PHYSICAL ABILITIES:

Dexterity of hands and fingers to operate a computer keyboard.

Stand or sit for extended periods of time.

Hear and speak to exchange information.

Reach overhead, above the shoulders and horizontally.

Bend at the waist, kneeling or crouching.

Use legs, arms, and back to lift moderately heavy items.

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