



## **JOB TITLE: ASSISTANT DIRECTOR, BOOKSTORE**

Classification:	Classified Administrator	Retirement Type:	PERS*
Salary Range:	7	Board Approved:	October 20, 1997

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### **BASIC FUNCTION:**

Under the direction of the Director of Bookstore, responsible for the daily operation of the college bookstore; plan, organize, coordinate and monitor sales floor activities, shipping and receiving, textbook and general merchandise purchasing, pricing, merchandising and inventory control and accounting functions; train supervise and evaluate assigned bookstore staff; assist the Director with annual budget and physical inventory; and direct the bookstore in the absence of the Director.

### **REPRESENTATIVE DUTIES:**

Plan, coordinate and direct the daily operation of the Bookstore.

Assist in formulating operating policy and procedures; participate in establishing price, profit margin, maintaining inventories, strategies to increase sales and target new markets to new products; determine space allocation for sales floor, type of fixtures and design of display layouts.

Prepare a variety of reports and correspondence and participate in budget preparations; monitor compliance of department expenditures.

Determine requirements, coordinate and monitor all orders for textbooks, general supplies and computer software.

Resolve difficult problems regarding ordering, receiving, shipping, and billing aspects of bookstore operations with publishers and vendors.

Investigate, evaluate and recommend improvements, expansion and termination of products and services available through the college bookstore.

Assist in the selection, training, evaluation of personnel; schedule and direct work of assigned personnel; audit purchasing, shipping and receiving, textbook buyback, cashiering and accounting functions.

Direct and monitor hiring, training and performance of casual and student workers during peak periods.

Develop and schedule staff training, under direction of Bookstore Director, to improve staff development and customer service.

Communicate with college personnel and vendors to coordinate activities, programs special orders and purchases.

Provide assistance, advice and counsel to administrators, faculty, staff and students regarding materials available and policies and procedures of the Bookstore; resolve issues and conflicts and exchange information.

Monitor and oversee cash balancing, banking activities, daily sales and reports; monitor cashiers and resolve cash terminal problems.

Coordinate and actively participate in commencement cap, gown and announcement procurement and sales.

Coordinate school opening activities with buyers; organize and direct merchandising of textbooks and supplies assuring availability the first day of registration.

Assist in the coordination of vendor relations, copyright laws, loan and grant programs.

Coordinate the operation of a complex computer LAN hardware and software network and database management system; purchasing, receiving, returns, textbook buyback, point-of-sale cash terminals, student loan programs, FM radio based inventory system, bar-code scanning, and SBT accounting systems; recommend new database programs to Director.

Attend and conduct a variety of meetings as assigned.

Conduct and/or oversee textbook buyback activities.

Provide assistance in the development and management of daily and long term goals and objectives; analyze and monitor sales and inventory levels, determine and meet changes in marketing and technology to meet customer needs.

Coordinate and monitor department buyers in promotional and marketing activities; ensure availability of goods and services in a timely and efficient manner; inventories are at appropriate levels and assure expenditures are within established budget.

Develop and implement annual master calendar for receiving of merchandise, promotions, advertising and ensure compliance of assigned activities with Bookstore personnel.

Recommend, purchase, monitor and oversee the maintenance of operational equipment and supplies; maintain and update equipment inventory.

Assist in the development of policies and procedures.

Organize and coordinate the annual physical inventory and assist in audit.

Coordinate and direct security; recommend security policy and procedures.

Coordinate advertising, promotional and income generating activities.

Maintain store appearance and cleanliness; supervise housekeeping personnel and acquisition of necessary equipment and supplies; review, coordinate and direct building maintenance and custodial functions.

Participate in all bookstore activities during peak work load periods and in the absence of regularly assigned personnel.

Supervise store personnel in opening and closing of Bookstore; balance cash drawers, prepare required reports, secure safe and entrance doors.

Perform related duties as assigned.

## **JOB QUALIFICATIONS:**

### Education and Experience:

Any combination equivalent to: a four year degree in business administration or related field and five years of increasingly responsible retail management experience including two years in a supervisory capacity. College bookstore experience and Sequoia POS System experience are highly desirable.

## **OTHER QUALIFICATIONS:**

### Knowledge/Areas of Expertise:

Principles and practices of retail operations, cash management, business management and customer relations.

Merchandising techniques.

Physical inventory management and control.

Budget preparation and control.

Sources and suppliers of textbooks, trade and reference books, software and general merchandise.

Principles and methods of supervision and training.

Oral and written communication skills.

Computer-based inventory management system and networking; assigned software including point-of-sale and textbook management systems.

Course book and general book operations.

Textbook buyback, returns, shipping methods and policies.

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

Current technology and specifications of computers and software applications.

Opening and/or closing a retail operation.

### Abilities/Skills:

Plan, organize, coordinate and communicate work direction to Bookstore personnel.

Supervise, schedule and evaluate the performance of assigned staff.

Review and analyze department budgets and financial records.

Demonstrate interpersonal skills using tact, patience and courtesy.

Administer operational policies and procedures.

Learn State, Federal and local laws and regulations related to the Bookstore operation.

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

Analyze situations and take effective action.

Maintain inventory at acceptable levels.

Communicate effectively both orally and in writing.

Interpret, apply and explain rules, regulations, policies and procedures.

Establish and maintain cooperative and effective working relationships with others.

Understand and operate a computer network in a retail environment and other office equipment.

Work independently with little direction.

Meet schedules and time lines.

Maintain records and prepare clear comprehensive reports.

Ability to perform effectively in a fast paced environment.

Work overtime during peak periods.

Understand and follow oral and written direction.

Interpret, apply and explain rules, regulations, policies and procedures.

**WORKING CONDITIONS:**

**ENVIRONMENT:**

Retail, customer service oriented environment.  
Considerable distraction from office activities.  
Required overtime during peak periods.

**PHYSICAL ABILITIES:**

Use arms, legs, and back to lift moderate to heavy items.  
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 keyboard.  
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.