



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

Classification:	Classified Administrator	Retirement Type:	PERS*
Salary Range:	11	Board Approved:	October 20, 1997

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### **BASIC FUNCTION:**

Under the direction of the Vice President of Administrative Services, plan, organize, control and direct the operation of a multi-faceted, retail service oriented Bookstore; provide essential and supportive products and services to meet the current and future needs of students, faculty and staff; operate the Bookstore in a manner to provide financial support to the District; supervise and evaluate the performance of assigned personnel.

### **REPRESENTATIVE DUTIES:**

Plan, organize, direct and evaluate the operation of a high volume, multi-faceted, retail service-oriented Bookstore; develop department goals and objectives; assure compliance with District, State and Federal laws, rules and regulations; select, train and evaluate staff, casual and student workers.

Develop, prepare and manage annual budget for the Bookstore; analyze and review budgetary and financial data; control and authorize expenditures in accordance with established budget.

Operate the Bookstore in a financially sound manner; provide financial support to the District; establish and administer budget, pricing structure and margin of profit, merchandising strategy, physical layout, marketing and advertising activities; establish fiscal procedures and ensure accountability of bookstore financial transactions.

Develop Division goals and objectives and provide leadership and guidance to professional staff.

Direct and maintain the operation of 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; work with professional software personnel; implement new database programs.

Develop and implement procedures and guidelines for computers; point-of-sale cash terminals, textbook management system, accounts receivable, accounts payable, electronic banking, Book Loan Programs and NSF checks.

Develop operating policies, practices and procedures for clerical, cash handling, purchasing, shipping & receiving, stocking, storage, pricing, returns, marketing and selling of course books, custom publishing, reference, trade and general reading books, supplies, computer software and promotional activities.

Direct and oversee contract administrations; custom publishing, buyback activities, security cameras, computer hardware and software, publishers and vendors.

Direct the preparation and maintenance of a variety of narrative and statistical reports, records and files related to assigned activities and personnel.

Provide support and motivation to support staff within the bookstore to coordinate the use of technology to provide increased service to customers.

Communicate with other administrators, personnel and vendors to coordinate activities and programs, resolve issues and conflicts and exchange information; attend and conduct a variety of meetings.

Develop and manage daily and long term goals of a high pressure environment; analyze and monitor sales and inventory levels, determine and meet changes in marketing and technology to meet customer needs.

Evaluate and approve purchases and oversee maintenance of operational equipment and supplies; develop procedures, coordinate and audit annual physical inventory of retail store.

Approve and sign purchase orders, invoices, checks, daily cash and banking reports and other documents; coordinate and approve special event selling on campus of outside vendors.

Direct and approve all advertising, promotional and income generating activities.

Review, coordinate and direct building maintenance and custodial functions.

Coordinate, supervise and monitor vendor relations, copyright laws, loan and grant programs from State and Federal agencies.

Direct and coordinate State, Federal, and on campus Book Loan Programs; interact extensively with counselors; monitor compliance of agencies approved materials, tax status, billing and audit regulations and requirements; monitor database, line item transactions, preparation of invoices and payments.

Perform related duties as assigned.

### **JOB QUALIFICATIONS:**

#### Education and Experience:

Any combination equivalent to: a four year degree in accounting, business administration or related field and five years increasingly responsible experience in the administration of a bookstore. Experience with retail accounting, inventory systems, and knowledge of computer-based textbook management is highly desirable. College bookstore experience preferred.

### **OTHER QUALIFICATIONS:**

#### Knowledge/Areas of Expertise:

Planning, organization and direction of the Bookstore.

Budget preparation and control.

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

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

Merchandise systems and controls.

Merchandising and promotional advertising and display.

Oral and written communication skills.

Principles and practices of administration, supervision and training.

Development of policies and procedures

Applicable laws, codes, regulations, policies and procedures.

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.  
Physical inventory procedures and auditing.

Abilities/Skills:

Plan, organize, control and direct the operations of the Bookstore.  
Operate the Bookstore in a financially sound manner.  
Ability to quickly learn the campus organization and applicable operations, policies and procedures.  
Supervise and evaluate the performance of assigned staff.  
Prepare, review and analyze budget and financial records.  
Demonstrate interpersonal skills using tact, patience and courtesy.  
Control and maintain inventory of textbooks and other bookstore merchandise.  
Forecast and analyze sales and merchandise trends.  
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.  
Analyze situations accurately and adopt an effective course of action.  
Work independently with little direction; meet schedules and time lines.  
Plan, organize, coordinate and communicate work direction to staff.  
Prepare comprehensive narrative and statistical reports.  
Direct the maintenance of a variety of reports and files related to assigned activities.

**WORKING CONDITIONS:**

**ENVIRONMENT:**

Retail and office environment.

**PHYSICAL ABILITIES:**

Hear and speak to exchange information and make presentations.  
See to read a variety of materials.  
Dexterity of hands and fingers to operate a computer keyboard.  
Use legs, arms and back to lift and/or carry items.

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