



JOB TITLE: BOOKSTORE TEXTBOOK BUYER ASSISTANT

Classification: Classified
Salary Range: 27

Retirement Type: PERS*
Revised/Board Approved: October 18,2004

BASIC FUNCTION:

Under the direction of the Assistant Director - Bookstore, perform technical and complex assignments within the textbook department; analyze and prepare data for computerized Textbook Management System; maintain and review complex records and files assuring accuracy and completeness; operate computerized point-of-sale cash register system.

DISTINGUISHING CHARACTERISTICS:

The Bookstore Textbook Buyer Assistant assists in all phases of textbook acquisitions, returns and buyback; interacts extensively with faculty, staff, students and publishers; uses computerized Textbook Management System for book ordering and customer service purposes- assists customers in person and over the telephone; operates a computer-based point-of-sale cash register system; assists in opening or closing the Bookstore as required; and performs other duties pertaining to the operation of a retail environment as assigned.

REPRESENTATIVE DUTIES:

Utilize a computerized Textbook Management System, assist the buyer with textbook requisitions for faculty each semester; monitor return of requisitions and assist Textbook buyer to place orders.

Interact with campus administrative support personnel for accuracy and completeness of textbook requisitions.

Assist Textbook Buyer with generating and printing purchase orders to publishers, college bookstores and wholesalers; process purchase orders from other college bookstores; communicate with buyer for availability; prepare invoices, adjust database inventory and prepare shipping documents; obtain cost prices and discounts from publishers and calculate retail pricing.

Assist with stock room functions such as receiving, counting and stocking and storing textbooks.

Coordinate purchase of instructor-authored manuals with printer and assure proper copyright permission has been obtained; maintain complex files and record system on master copies and copyright certificates.

Perform data entry of textbook information; invoices, inventory management and returns; process returns to publishers and wholesalers, in compliance with publishers policies, on unsold stock, class cancellations, books received in error, old edition and damaged/defective textbooks.

Responsible for proper assigning of shelf tags and book lists on shelves for each semester.

Answer questions from faculty regarding the proper ordering of their texts; assist and respond to students' questions regarding stock availability, price, location by section and explain policies regarding refund period, refund conditions, check and charge procedures.

Match and check purchase orders, packing slips and invoices for completeness and accuracy.

Assist in follow-up of outstanding textbook purchase orders; distribute correspondence and place telephone calls to publishers, wholesalers and faculty as necessary, coordinate Buy-back list with buyer and wholesalers.

Monitor inventory levels and out-of-stock conditions and reports to buyer; assist with inventory preparation and physical inventory counting.

Perform a variety of clerical duties including answering the telephone, filing of documents and typing purchase orders, invoices and memos; establish and maintain files of requisitions, purchase orders, invoices and related correspondence and records.

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 and related peripheral equipment.

Determine eligibility for refunds following Bookstore policies and procedures; execute appropriate documents for cash register transactions; process and check accuracy of special program transactions including book loans, requisitions and invoices.

Provide back-up customer assistance in general book department; assist customers in locating textbooks and supplies and making selection of other merchandise.

Verify and process faculty and staff discounts; make change for cashiers; approve refunds, checks and charges as required.

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

Perform related duties as assigned.

JOB QUALIFICATIONS:

Education and Experience:

Any combination equivalent to: graduation from high school supplemented by college-level course work in a related field and one year of clerical and computerized college textbook management system experience.

OTHER QUALIFICATIONS:

Knowledge/Areas of Expertise:

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

Computerized Inventory and Textbook Management System.

Point-of-sale cash register and associated UNIX computer system.

Retail sales procedures and practices.

Common business practices with respect to sales, pricing, discounts, returns, shipping regulations, methods and costs.

Physical inventory procedures.

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.

Telephone techniques, equipment and etiquette.

Oral and written communication skills.

Basic math and record-keeping techniques.

Interpersonal skills using tact, patience and courtesy.

Abilities/Skills:

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

Operate a computerized Textbook Management System.

Effectively operate and understand computerized cash register system.

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

Organize and maintain accurate and complete files and records.

Establish and maintain cooperative and effective working relationships with coworker-workers, faculty, staff, students and publishers.

Perform clerical duties such as filing, duplications, typing, maintaining records and answering the telephone.

Operate office machines including computer, calculator, copier and fax machine.

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

Greet the public tactfully and courteously.

Type at an acceptable level to accomplish assigned duties and tasks.

Perform effectively in a fast paced retail environment.

Meet schedules and time lines.

Understand and follow oral and written direction.

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, kneel or crouch.

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

Work overtime during peak periods.

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