

SOUTHWESTERN COMMUNITY COLLEGE DISTRICT

CLASS TITLE: BOOKSTORE OPERATIONS SPECIALIST

BASIC FUNCTION:

Under the direction of the Director of Bookstore, plan and coordinate the day-to-day operations of the bookstore; oversee cashiering and other support functions, including system administration for the integrated bookstore computing system; organize and coordinate special events, customer service and record-keeping activities of the college bookstore; train and provide work direction to assigned bookstore staff.

REPRESENTATIVE DUTIES:

Coordinate the planning, organizing and supervising bookstore operations; maintain and update written policies and procedures. *E*

Coordinate the work of student assistants in various phases of store operations; participate in the selection and assignment of student and temporary workers and provide work direction and guidance to assigned staff. *E*

Supervise the bookstore in the absence of the Bookstore Manager. *E*

Oversee the daily recap of cash registers and in preparing bank deposits; prepare and maintain a variety of records including cash reports, cash fund, accounts receivable and accounts payable; authorize invoices for payment according to established procedures. *E*

Coordinate day-to-day auditing and system administration duties for integrated bookstore computer system, including point-of-sale, cash registers, textbook management and financial management modules; assure system data integrity and accurate data backup; oversee hardware and software installation and development of new computer applications. *E*

Perform a variety of duties involved in special programs involving Veteran's Rehabilitation, State of California Rehabilitation, EOPS Book Loan Program, Scholarships, GAIN Program and others; audit and verify students are enrolled in proper programs and classes and assure they receive appropriate books and supplies; invoice agencies according to established guidelines; collect fees for various campus agencies. *E*

Perform ASO support activities involving ticket sales, bus passes and ASO cards; prepare cash boxes and recaps for special events. *E*

Operate a typewriter, calculator, word processor, cash register computer terminal and copier. *E*

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Ewing & Company

Coordinate the planning special bookstore events such as Buy Back, Ring Day, Graduation, special sales and plan and implement publicity and advertising. *E*

Oversee the computer resale program including inventory maintenance, providing technical assistance and vendor contract maintenance; oversee pricing policies, budgeting and advertising.

Oversee special orders, approve checks and refunds, prepare bad check list, set up program for collecting bad checks.

Assist the Bookstore Manager and other staff in the preparation of the annual bookstore budget and make recommendations as appropriate.

Oversee preparation activities for rush periods, annual inventories and store security.

Assist in ordering and record-keeping of all books and supplies as requested.

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Standard reference and bibliographical books and tools.

Modern office practices, procedures and equipment including word processor.

Clerical and bookkeeping methods including stock control and inventory procedures.

Merchandising principles and practices.

Record-keeping techniques.

Basic methods of training and providing work direction to others.

Various computer hardware and software, including Macintosh and DOS machines.

Vendor contact rules, regulations and compliance procedures.

Publisher's reprint and royalty policies and procedures.

Budgeting, purchasing, advertising and pricing practices.

Accounting procedures, policies, rules and practices.

District organization, operations, policies and objectives as applicable to the bookstore operations.

Stock control and inventory procedures.

Merchandising principles and practices.

Oral and written communications skills.

Interpersonal skills using tact, patience and courtesy.

Telephone techniques and etiquette.

ABILITY TO:

Coordinate the day-to-day operations of the college bookstore.

Estimate bookstore needs.

Operate a typewriter, calculator, word processor, cash register, computer terminal, copier and MacIntosh and DOS computers and related software.
Manage complex computer systems and operations.
Apply merchandising principles and practices.
Analyze situations accurately and adopt an effective course of action.
Establish and maintain effective working relationships with others.
Work independently with little direction.
Make arithmetic calculations quickly and accurately.
Meet schedules and time lines.
Plan and organize work.
Train and provide work direction to others.
Maintain records and prepare reports.
Communicate effectively both orally and in writing.
Select, train, assign and evaluate work of student assistants.
Monitor and maintain budget and assist in developing annual budget.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: college-level course work in business, retailing or related field and two years experience at the level of a Bookstore Buyer.

WORKING CONDITIONS:

ENVIRONMENT:

College bookstore environment.

PHYSICAL ABILITIES:

Moderate lifting.

Climbing ladders to retrieve merchandise

Bending at the waist.

Walking and standing for extended periods of time.

Dexterity of hands and fingers to operate a computer terminal and standard office equipment.

Hearing and speaking to exchange information.

Seeing to read and prepare reports and monitor bookstore operations.