

SOUTHWESTERN COMMUNITY COLLEGE DISTRICT

CLASS TITLE: BOOKSTORE OPERATIONS ASSISTANT

BASIC FUNCTION:

Under the direction of the Director of Bookstore, participate in scheduling, planning, and coordinating the Bookstore's customer service operations, functions, and activities; hire, train, oversee, and direct the work of hourly classified employees and student workers; prepare and maintain daily accounting reports; set-up, operate, and troubleshoot computerized point-of-sale system; support computer hardware and software resale program; participate in other Bookstore activities as assigned.

REPRESENTATIVE DUTIES:

Hire, train, and provide direction to hourly classified employees and student workers; train cashiers in assigned functions including point-of-sale system and cashiering duties. *E*

Plan, prioritize, assign, and review the work of hourly classified employees and student workers; schedule front line cashiers and customer service staff to meet a variety of operational needs including to perform a variety of duties in support of the textbooks, receiving, merchandising, buyback, and refund functions. *E*

Maintain daily sign in sheets for cashiers; audit time sheets; maintain student records including tardiness, hire dates, and other information; cross train and evaluate employee performance. *E*

Perform a full range of customer service duties; assist customers by providing Bookstore information including information related to bookstore merchandise and services; approve checks and refunds according to established procedures; respond to and resolve difficult and sensitive inquiries and complaints. *E*

Set up and operate computerized point-of-sale (POS) system; work with system provider and on campus computer technicians to troubleshoot hardware and software problems for main campus as well as satellite education centers; recommend solutions and new procedures as requested. *E*

Prepare daily cash reports; count and balance register funds; prepare bank deposits as required; participate in end of month reconciliation; reconcile cash recaps to balance with POS system reports; research and reconcile transactions on POS system. *E*

Issue purchase orders for computer hardware and software; communicate with vendors to assure best price; prepare returns and price protection forms as appropriate; price, stock, and display merchandise; assist in preparation of invoices for payment; maintain sales and stock inventories; maintain vendor files. *E*

Communicate with technical services representatives to obtain and provide information related to current hardware and software merchandise; maintain current knowledge of computer updates, versions, and hardware applications. *E*

Assist with a variety of special sales including caps and gowns, theatre tickets, class rings, and buy-backs; assist with special programs such as Veteran's Services, EOPS, and others as requested. *E*

Perform related duties and responsibilities as required.

Bookstore Operations Assistant - Continued

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

College bookstore operations, services, systems, practices, and procedures.
Cashiering procedures and techniques.
Principles and practices of supervision and training.
Computer hardware and software as it relates to the college bookstore.
Principles and procedures of record keeping.
Purchase orders and invoices and shipping and receiving principles and practices.
Inventory and stock control principles and practices.
Basic accounting principles and practices.
Oral and written communication skills.
Modern office procedures, methods, and equipment including computers and applicable software.
English usage, spelling, grammar, and punctuation.
Telephone techniques and etiquette.
Interpersonal skills using tact, patience, and courtesy.

ABILITY TO:

Schedule and direct the work of assigned staff for adequate customer service and work efficiency.
Recruit, interview, hire, train, and oversee the work activities of student workers and hourly classified employees.
Develop and conduct training programs for hourly and student employees.
Prepare and maintain a variety of records and reports.
Assist customers in the use of the College Bookstore.
Interpret, apply, and explain applicable rules, regulations, policies, and procedures regarding assigned Bookstore operations.
Analyze situations accurately and adopt an effective course of action.
Balance and account for the accurate exchange of money with customers.
Operate a variety of bookstore equipment including computerized cash registers.
Operate a variety of office equipment including a computer.
Plan and organize work to meet schedules and time lines.
Work with and exhibit sensitivity to and understanding of the diverse racial, ethnic, disabled, sexual orientation, and cultural populations of community college students.
Communicate clearly and concisely, both orally and in writing.
Establish and maintain effective working relationships with those contacted in the course of work.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: graduation from high school supplemented by some college level course work in business, retailing or related field; and two years of retail and cashiering experience.

WORKING CONDITIONS:

ENVIRONMENT:

College bookstore environment.
Constant interruptions.

PHYSICAL ABILITIES:

Hearing and speaking to exchange information in person or on the telephone.
Sitting or standing for extended periods of time.
Dexterity of hands and fingers to operate office equipment and cash register.
Seeing to read and verify accuracy of data and view computer screen.

Bookstore Operations Assistant - Continued

Moderate lifting.

Bending at waist.

Reaching overhead, above the shoulders and horizontally.

Revised: November, 2000

Johnson & Associates

Approved by the Governing Board on December 13, 2000.