

SOUTHWESTERN COMMUNITY COLLEGE DISTRICT

MANAGER, BOOKSTORE

DEFINITION

Under general direction, plans, organizes, and manages District bookstore operations, either directly or through a contracted service provider; trains, supervises, and evaluates the performance of bookstore staff; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Vice President, Business and Financial Affairs. Exercises direct and general supervision over assigned staff.

EXAMPLES OF TYPICAL FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

1. Directly or through a contracted service provider:
 - plans, organizes, and manages bookstore operations at all physical locations as well as online;
 - oversees purchasing of text and course materials, supplies, and giftware for resale;
 - determines best sources based on pricing, availability, service, and other criteria;
 - confers with faculty and academic administrators to develop textbook and supply order requirements;
 - establishes and implements pricing and returns policies and procedures; and develops in-store and campus advertising, promotions, and displays;
 - directs the periodic inventory of bookstore stock;
 - ensures the effective functioning of bookstore technical systems, including textbook management and point-of-sale systems
 - resolves problems with vendors or suppliers;
 - oversees bookstore services such as supporting book signings, conducting book buy-backs; ordering graduation regalia, and delivering online orders.
2. Participates in the selection of new classified staff for assigned areas of responsibility; trains, motivates, and evaluates assigned staff; provides or coordinates staff training; coaches staff toward improved performance; recommends and implements discipline and termination procedures; responds to staff questions and concerns; makes employment decisions concerning temporary and student employees.
3. May administer service contracts by representing the interests of the District, monitoring and reviewing the work of service providers to ensure compliance with the terms of their contracts and achievement of performance targets, and resolving service delivery issues with providers.
4. Develops and administers annual bookstore budget; monitors and analyzes sales figures and projections, expenses, customer counts, operating statements, and related data to ensure profitability of bookstore operations.
5. Ensures the use of District accounting methods and procedures; supervises the maintenance and preparation of sales and receiving reports, invoices, inventory records, purchase orders,

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- and other financial records related to bookstore operations; approves invoices for payment and signs checks according to established procedures.
6. Develops and standardizes procedures and methods to improve and continuously monitor the efficiency and effectiveness of the assigned unit, service delivery methods, and procedures; identifies opportunities for improvement and makes recommendations to the Vice President, Business and Financial Affairs.
 7. Plans, coordinates, and carries out special projects as assigned; attends meetings as necessary.
 8. Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
 9. Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Administrative principles and practices, including goal setting, budget development, program development, implementation, and evaluation.
- Organizational and management practices as applied to the analysis and evaluation of projects, programs, policies, procedures, and operational needs.
- Principles of in-store and online retailing, including pricing, planning, inventory control, display and promotion.
- Basic business management principles.
- Principles and practices of inventory management.
- Principles and practices of employee supervision, including work planning, assignment, review, and evaluation, and the training of staff in work methods and procedures.
- Principles and practices of financial record keeping, including contracts, purchasing, and cash handling
- Principles and practices of contract administration.
- Contemporary issues of inclusion, social justice, diversity, access, and equity as related to higher education.
- English usage, spelling, vocabulary, grammar, and punctuation.
- Modern office practices, procedures, technology, and computer equipment and applications, including word processing, database, and spreadsheet applications.
- Techniques for providing a high level of customer service by effectively interacting with students, staff, faculty, representatives of outside organizations, and members of the public, including individuals of diverse academic, socioeconomic, ethnic, religious, and cultural backgrounds, physical ability, and sexual orientation.
- English usage, spelling, vocabulary, grammar, and punctuation.
- Principles and practices of employee supervision, including work planning, assignment, review, and evaluation, and the training of staff in work methods and procedures.

Ability to:

- Provide professional leadership and direction for the assigned program areas.
- Develop and implement goals, objectives, policies, procedures, and work standards for assigned program areas.
- Develop and monitor budgets and effectively utilize resources.

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- Select, train, motivate, and evaluate the work of staff; train staff in work methods and procedures.
- Delegate authority and responsibility.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Interpret, apply, explain, and ensure compliance with applicable federal, state, local, and District laws, regulations, ordinances, policies, and procedures.
- Read and interpret financial statements, including profit and loss.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Gather and analyze data, evaluate alternatives, and make sound recommendations.
- Maintain accurate databases, records, and files.
- Effectively manage priorities in complex and diverse operational units.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Understand scope of authority in making independent decisions.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

EDUCATION AND EXPERIENCE:

Any combination of training and experience which would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to bachelor's degree in business administration, retailing, or related field and either:

- five (5) years of increasingly responsible in-store retail experience with profit and loss responsibility, including sales, inventory control, and purchasing,
OR
- five (5) years of increasingly responsible experience administering contracts for services, preferably for business process outsourcing and/or profit-making enterprises.

Two years of either type of experience should have been in a lead or supervisory capacity.

LICENSES AND CERTIFICATIONS:

Possession of, or ability to obtain, a valid California Driver's License by time of appointment is desirable.

DISTRICT VALUES

Incumbents in District positions are expected to exhibit an equity-minded focus, responsiveness, and sensitivity to and understanding of the diverse academic, socioeconomic, cultural, gender identity, sexual orientation, and ethnic backgrounds of community college students, and employees, including those with physical or learning disabilities, and successfully foster and support an inclusive educational and employment environment.

PHYSICAL DEMANDS

Must possess mobility to work in an office and retail setting and use standard office equipment, including a computer; visit various District and meeting sites; vision to read printed materials and a

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computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office and retail equipment, such as point-of-sale terminals. Incumbent must regularly bend, stoop, climb, and kneel to stock merchandise and assist customers. Incumbent must possess the ability to lift, carry, push, and pull materials and objects up to 20 pounds.

ENVIRONMENTAL ELEMENTS

Incumbent typically works in an office or retail environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff, faculty, students, and/or members of the public in interpreting and enforcing departmental and District policies and procedures.

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Koff & Associates