

SOUTHWESTERN COMMUNITY COLLEGE DISTRICT

CLASS TITLE: BOOKSTORE WAREHOUSE WORKER

BASIC FUNCTION:

Under the direction of the Director of the Bookstore, coordinate, develop, and oversee bookstore warehouse operations to ensure the flow of shipments and deliveries of goods and services at the Campus Store are processed in an accurate, timely, and profitable manner; coordinate delivery fulfillment and customer satisfaction of internet sales/reservation system; coordinate staffing, scheduling, and delivery of cash and materials for off-campus retail sales; enter data into perpetual inventory point-of-sale system and balance invoicing to purchase orders and receiving paperwork; train and provide work direction to assigned bookstore personnel.

REPRESENTATIVE DUTIES:

Coordinate and review processing of inbound and outbound shipments; assume accountability for the security and inventory control of a large-volume storage facility. *E*

Prepare textbooks and merchandise for release to the sales floor; ensure accurate pricing, placement of store security measures, and bar-code management. *E*

Perform or oversee the entering of receiving and invoicing data; combine and confirm purchase orders and invoices with receiving documents; calculate and confirm accuracy of retail pricing, merchandise costs, and freight expenses; compile related documents and deliver to accounting for payment processing. *E*

Consult with store buyers to obtain information and solve problems concerning purchase orders, invoicing, order discrepancies, inventory control, and merchandise returns. *E*

Oversee retail operations at the extension sites; coordinate bookstore hours, staff scheduling, and cash delivery; deliver texts and materials to extension sites verifying quantities and class enrollments; assure EOPS and other special programs students are verified and issued books and supplies; consult with extension site directors regarding bookstore operations; assist in financial recap, buyback and refund procedures; deliver unsold texts and merchandise to main store. *E*

Coordinate and maintain order fulfillment delivery of Internet sales; implement and consistently update cost efficient delivery systems providing prompt delivery and order tracking; verify proper invoice pricing and order accuracy; coordinate storage and delivery of orders from the Internet textbook reservation system. *E*

Prepare texts and merchandise for return; verify condition of merchandise, package, and send returns using cost-efficient shipping methods; verify accuracy of return documents and deliver to accounting for credit processing; ship surplus buy-back sales to wholesale book vendor; maintain current vendor return file. *E*

Pre-count the warehouse in preparation for semi-annual inventory; label all merchandise noting the quantity, cost, and billing account numbers; coordinate warehouse section audits to calculate section values for comparison with inventory company values; assist in concurrent retail store inventory. *E*

Train and provide work direction to classified hourly employees and student workers; coordinate warehouse scheduling, staffing needs, and the budgeting of labor hours with management staff; provide warehouse orientation as well as equipment, computer systems, and safety procedures training. *E*

Bookstore Warehouse Worker - Continued

Coordinate assigned services and activities with other staff and outside agencies; consult with Director of Bookstore Operations and other staff members in all aspects of Bookstore operations; assist in sales, planning, scheduling, design, and order decisions; consult with various District staff regarding text and special orders, maintenance concerns, and vehicle requests; consult with vendors about weekly beverage, snack, and magazine orders. *E*

Close and/or open retail sales complex as assigned; initialize POS and textbook management systems upon arrival and provide cash register drawers to opening cashiers; prepare cash register reports, secure daily receipts and perform back-up of all POS and textbook systems upon closing. *E*

Perform a full range of duties in support of Bookstore operations; provide customer service and textbook information on the sales floor; label, stock, and display merchandise; operate cash register; count cash drawers. *E*

Purchase, store, and maintain stock of warehouse related equipment and supplies; research cost-effective quality oriented suppliers; perform cost comparisons and provide recommendations on vendors. *E*

Operate a variety of related equipment including electronic postal/ UPS scale, POS and textbook systems, UPS shipping software, pallet jack, hand truck, barcode labeler, and pricing guns. *E*

Perform related duties and responsibilities as required.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Modern warehousing principles and practices including those related to shipping/receiving, materials handling, space utilization, inventory control, safety, and warehouse security.

Records management techniques involved in the compilation of purchase orders, receiving documents and invoices.

Purchasing procedures including purchase order creation, order reconciliation, and payment terms.

Mathematical principles used in retail math including calculation of profit margins, mark-up percentages, discounts, and cost of goods sold.

Modern office procedures, methods, and equipment including computers.

Computer applications such as word processing, spreadsheets, and statistical databases.

Current Postal, UPS and freight rates, regulations and terminology including shipping software and related Internet sites.

Current barcode technology involving various styles and uses.

Retail store security measures and systems.

Operating characteristics of electronic POS cash registers and secure cash handling techniques.

Principles of supervision and training.

Oral and written communication skills.

Interpersonal skills using tact, patience, and courtesy.

English usage, spelling, grammar, and punctuation.

ABILITY TO:

Plan, coordinate, oversee, and participate in bookstore warehouse operations including inventory control and warehouse security.

Coordinate planning and scheduling of hours and staff at extension site bookstore operations.

Coordinate delivery of on-campus orders as well as delivery of texts and supplies to extension site bookstore operations.

Maintain and order warehouse equipment and supplies.

Compile, assemble, and interpret data from diverse sources.

Maintain accurate and complete records and files.

Bookstore Warehouse Worker - Continued

Prepare a variety of reports and correspondence related to area of assignment.
Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.
Train and provide work direction to bookstore personnel.
Perform mathematical calculations quickly and accurately.
Provide assistance to College administrators, staff, students, and the general public.
Provide insights and ideas on store design and merchandising.
Operate and demonstrate the operations of a variety of materials handling and office equipment.
Understand, interpret, apply, and explain applicable rules, regulations, policies, and procedures and apply them with good judgment.
Plan and organize work to meet schedules and timelines.
Work independently with little direction.
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 with specialized training in retail marketing and management and two years experience in shipping and receiving or retail sales in a bookstore setting.

LICENSES AND OTHER REQUIREMENTS:

Valid California driver's license and a safe driving record.

WORKING CONDITIONS:

ENVIRONMENT:

College bookstore and warehouse environment.
Drive to various locations to conduct work.
Frequent interruptions.

PHYSICAL ABILITIES:

Heavy physical labor loading and unloading trucks and moving merchandise.
Climbing on ladders, stools and racks to reach overhead merchandise.
Dexterity of hands and fingers to operate warehouse, bookstore, and office equipment.
Sitting and standing for extended periods.
Bending at the waist.
Seeing to read and verify data and prepare various materials.
Reaching overhead, above the shoulders and horizontally.
Hearing and speaking to exchange information on the telephone or in person.

HAZARDS:

Ladder climbing and working at heights.

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Johnson & Associates

Approved by the Governing Board on December 12, 2001