

SOUTHWESTERN COMMUNITY COLLEGE DISTRICT

CLASS TITLE: BOOKSTORE OPERATIONS SPECIALIST

RANGE: 24

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.

SUMMARY DESCRIPTION

Under the general supervision of the Bookstore Manager, the Operations Specialist will participate in operating, planning, and controlling the operations of the Bookstore as a fiscally viable Auxiliary Enterprise. This role is responsible for collaborating with the bookstore manager on long-term strategic planning for all retail sales operations. This role will have oversight of buying, coordinating, and merchandising of non-book items including but not limited to general merchandise, computers and associated. This role will oversee and coordinate all retail operations in the bookstore at all locations, including the shipping and receiving department, accounting, purchasing functions, the online store, and merchandising.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Maintain close contact with customers by working on the sales floor as often as possible. Monitor customer satisfaction and the departmental needs of the college district. Work with bookstore operation assistants on projects and initiatives to improve sales and customer satisfaction. Meet with staff as needed to determine how well sales departments are meeting specialized academic supply needs, i.e., lab books, goggles, kits, course computer hardware, special class supplies. **E**
2. Work with bookstore manager to determine physical layout of all merchandise department areas to ensure optimal use of space as well as esthetic qualities necessary to create a pleasing retail atmosphere to the campus community that enhances merchandise sales and inventory turns. Considerable time and effort are spent on floor merchandising and product display and placement. **E**
3. Oversee bookstore operations with direction from the manager in the absence of the Bookstore Manager.
4. Coordinate various financial aid, student services and county checks; receive list of approved checks to be processed from financial aid and transfer funds into appropriate college accounts; coordinate appropriate journal entries; print and mail checks; audit and reconcile county expense vouchers.
5. Assist buyers with annual/monthly sales budget preparations prior to submission to store manager for final approval. Monitor sales and budget performance for current periods in relation to sales goals. **E**
6. Assist in the buying and merchandising for the "school supplies" category, which includes all paper supplies, binders, laboratory notebooks, testing supplies and office materials. Also, purchase store-use supplies, such as merchandise bags, printer and copier paper, and merchandising fixtures and

SOUTHWESTERN COMMUNITY COLLEGE DISTRICT
Bookstore Operations Specialist - *Continued*

equipment.

7. Coordinate duties related to the preparation of student-related records and reports.
8. 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**
9. 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**
10. Perform a variety of duties involved in special programs involving Veteran's Rehabilitation, State of California Rehabilitation, EOPS Book Loan Program, Scholarships, learning communities 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**
11. Prepare and verify various fund claims, audit expense claims and process for payment. **E**
12. Coordinate accounts payable functions including creating and preparing the accountspayable warrants; forward documentation to the finance department; work with the finance department to resolve problems. **E**
13. Coordinate all external sales and promotional events that involve goods from Merchandise Departments, i.e., Deck Sales, brand specific events (Apple Days), Campus orientations/events, and graduation events. Determine merchandise to be sold, arrange for sales and cashiering staff, set up, tear down, and accountability for goods sold. **E**
14. Oversee the computer resale program including inventory maintenance, providing technical assistance and vendor contract maintenance; oversee pricing policies, budgeting, and advertising.
15. Work with the finance department as necessary to ensure accurate invoicing and discounts are being taken as appropriate, review and sign off on all Mark Ups/Downs. In compliance with internal control guidelines, maintain appropriate separation of duties when processing financial transactions.
16. Oversee department special orders.
17. Coordinate various accounting and financial records for complex District accounts such as financial aid, student services, fiscal services, bookstore, and cashiering operations.
18. Assist the Bookstore Manager prepare annual sales and staffing budgets for each merchandise area as well as merchandise shipping/receiving department, including projected sales, purchases, returns, markdowns, and the resulting net margins contribution to the store. Merchandise areas include general supplies, paper supplies, pens & pencils, apparel, food items, health & beauty, greeting cards, computer supplies, computer hardware, graduation, packs, and art supplies. Monitor monthly progress toward budget goals, make necessary suggestions to budget projections as needed.
19. Oversee preparation activities for rush periods, annual inventories, and store security.

SOUTHWESTERN COMMUNITY COLLEGE DISTRICT
Bookstore Operations Specialist - *Continued*

20. Assist in ordering and record-keeping of all technology, textbooks and general supplies as requested.
21. Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

Knowledge of:

- A college bookstore environment, with general knowledge of all aspects of operations including purchasing, inventory management, retail controls, and staffing.
- Retail business equipment and systems, including Point of Sales (POS) systems and computerized inventory management systems and applications.
- Purchasing, retailing, and merchandising a wide variety of products offered by a college bookstore.
- Basic methods of training and providing work guidance to others.
- Current terms, policies and procedures used on purchase orders, packing lists, invoices, and vendor agreements.
- 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.
- Ability to assess situations thoroughly and make appropriate decisions in a timely manner, prioritize workload, define goals, work under pressure, and meet deadlines.
- Excellent interpersonal skills to work collaboratively with faculty, students, other internal clients, vendors, etc.
- Telephone techniques and etiquette.

Ability to:

- Coordinate the day-to-day operations of the college bookstore.
- Estimate bookstore needs.
- Operate a computer, calculator, word processor, cash register, computer terminal, copier, Macintosh computer and PC 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 timelines.
- Plan and organize work.
- Train and provide work guidance to others.
- Maintain records and prepare reports.
- Communicate effectively both orally and in writing.
- Select, train, assign and evaluate the work of student workers.
- Monitor and maintain budget and assist in developing annual budget.
- Learn and adapt to changing technology and equipment used in the performance of assigned duties.

EDUCATION AND EXPERIENCE:

Any combination of training and experience which would provide the required knowledge, skills, and abilities is

SOUTHWESTERN COMMUNITY COLLEGE DISTRICT
Bookstore Operations Specialist - *Continued*

qualifying. A typical way to obtain the required qualifications would be:

Equivalent to two (2) years of college-level course work in business, retailing or a related field; **AND** three (3) years of professional experience in a general merchandising retail operation. Experience in a bookstore or other college retail environment is preferred.

PHYSICAL DEMANDS AND WORKING CONDITIONS:

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment:

Work is performed primarily in a college bookstore environment with frequent interruptions. Work involved possible exposure to dissatisfied individuals.

Physical:

- 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.

Vision:

See in the normal visual range with or without correction.

Hearing:

Hear in the normal audio range with or without correction.

Created: March 1995
Ewing & Company

Reviewed: March 2022
Ralph Anderson & Associates

Revised: November 2023
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