

BOOKSTORE OPERATIONS ASSISTANT

DEFINITION

Under general supervision of the Bookstore manager, to assist in the administration of the Bookstore in the areas of retail operations, financial management and inventory procedures.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the College Bookstore Manager.

Exercises technical or functional supervision over staff in cashiering, point-of-sale operations, sales, and customer service; and store security.

EXAMPLES OF DUTIES

Duties may include, but are not limited to, the following:

Implement a comprehensive annual promotions calendar, with corresponding store displays.

Assist in determining what products and services will best meet the needs of the community.

Implement loss prevention policies and procedures.

Coordinate various customer relations functions.

Assist with formulating policy and long range plans.

Open and close store.

Set up trays for daily operations.

Prepare daily reports as required by District Accountant.

Collect and balance cash on hand and prepare deposit slips.

Check balances and reconcile cash statements.

Maintain supplies and materials inventory; order supplies as necessary.

Respond to general or specific inquiries from students, faculty and others.

Maintain files and record sales transactions which have occurred.

Under Manager's supervision, assist in recruiting, hiring, training and scheduling of sales floor personnel.

Order monies needed for semester openings and buyback programs.

(Over)

EXAMPLES OF DUTIES (CONTINUED)

As assigned, operate a cash register and ensure the security of equipment and contents.

As assigned, functionally supervise and train personnel; monitor work flow; schedule staff as needed.

Plan and schedule advertising, promotions and sales.

Post sales for the day's operation.

Do file saves on the computer.

Perform related duties as assigned.

MINIMUM QUALIFICATIONSKnowledge of:

Methods of handling, receiving, and maintaining records of money received and disbursed.

Modern office methods, procedures and equipment used in processing cash.

Principles of supervision.

Skill to:

Order merchandise as needed and display merchandise.

Make change and count money with speed and accuracy.

Make rapid and accurate mathematical calculations.

Operate cash registers, adding machines, typewriters, computer, calculators, and other standard office equipment.

Understand and carry out both oral and written instructions.

Successfully meet the public and create a favorable impression.

Compile financial reports; maintain records and files.

Communicate effectively and tactfully in both oral and written form.

Understand and carry out both oral and written instructions in an independent manner.

Establish and maintain cooperative work relationships with those contacted in the performance of required duties.

Under direction, serve in a lead capacity for staff assigned.

Experience and Training

Any combination of experience and training that would likely provide the required knowledge and skills is qualifying. A typical way to obtain the knowledge and skills would be:

Experience:

Two years of increasingly responsible experience equivalent to the duties assigned to a cashier in a bookstore, including experience on a point-of-sale computer system.

Training:

Equivalent to completion of the twelfth grade, supplemented by college level courses in accounting, business or a related field.