

## COLLEGE BOOKSTORE MANAGER

Class Code	OT Status	EEO Category	Represented Status	Salary Grade	Effective Date	Status	Pages
1294	Exempt	Officials & Administrators	Management	M2	03/24/05	Classified Administrator	1 of 2

**DEFINITION:** The College Bookstore Manager is responsible for the day-to-day operations of a campus bookstore. The manager oversees the effective and economic procurement, sale and/or return of merchandise utilizing sound business practices while operating the bookstore as a self-supporting enterprise.

**EXAMPLES OF DUTIES/ESSENTIAL FUNCTIONS:** Duties/essential functions may include, but not be limited to, the following:

- Directs and plans campus and extension operations of the bookstore to provide services to students and faculty and to cover all operational costs.
- Manages the purchase of textbooks, other books, various categories of general merchandise, operating equipment and related supplies for resale. Establishes correct margin schedules to cover costs of operation and needs of the District for revenue from enterprise operations. Reviews vendor accounts to assure that product mix is appropriate and provide dollar value and appropriate margins.
- Manages bookstore information services and systems. Acts as principal contact for third party applications software and District interface providers. Analyzes problems and communicates to providers and maintains an ongoing dialog until problems are resolved. Coordinates and oversees all third party billing programs. Maintains the in-store computer systems specific to bookstore operations--including computers, software, terminals, and is responsible for maintenance and necessary repairs, upgrades and backup.
- Oversees the operation of a shipping/receiving, distribution/warehouse facility; responsible for both the physical receiving of merchandise and the preparation of redistribution of incoming bookstore merchandise to all store locations. Assures timely receipt and return of bookstore merchandise by coordinating deliveries between receiving/shipping facility and sales locations; sets priorities and timelines for completion of assigned functions; directs and monitors receiving process to assure accuracy and integrity of merchandise flow.
- Responsible for implementation of cash control procedures to minimize loss of funds.
- Oversees and reviews store layout, fixtures and design.
- Develops and revises operating policies, procedures and practices in conjunction with all district bookstores in accordance with effective retail practices and guidelines. Appraises, reviews and analyzes industry trends and practices and technical innovation to provide good customer service.
- Maintains operations control; monitors and analyzes sales results, operating statement, and cash reports; develops and implements reports as necessary.
- Plans, organizes, coordinates, supervises and implements all advertising, merchandising, displays for merchandising efforts and promotional events such as book buy-backs and used

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book sales.

- Maintains relationships and interacts with faculty, students, administration, local competitors, internet competitors, educational institutions and industry groups to resolve problems, answer questions and/or respond to concerns as it relates to bookstore operations.
- Assures the safety and security of assigned facilities; determine facilities, equipment and staffing requirements for existing and new bookstore programs; supervises financial inventory process.
- Oversees the training of regular employees and assists with the employment, training and assignment of student assistants. Provides leadership, supervision, training and evaluation to staff; plans and recommends changes to staffing as required.
- Performs other duties as assigned.

### **MINIMUM QUALIFICATIONS**

**Knowledge Of:** Effective organizational skills; successful merchandising principles and techniques, including advertising and displays; principles and practices of retail management, training and supervision; purchasing principles and practices; retail store warehousing and inventory control processes and systems including sales, accounting and tracking information systems; methods and procedures used in the purchase of college bookstore textbooks and non-text items, including giftware and clothing; record-keeping and inventory techniques; basic computer skills.

**Ability To:** Manage the daily operations of a college bookstore operating on the semester system; supervise and maintain bookstore accounting records; train and supervise bookstore personnel; analyze situations accurately and adopt an effective course of action; establish and maintain cooperative and effective working relationships and meet the public with courtesy and tact; interpret and apply District and other regulations, policies and procedures; communicate effectively both orally and in writing, and establish and maintain effective working relationships with those contact in the course of the work.

**Education/Training:** An A.A. degree in a related field; experience may be substituted for education on a year-for-year basis.

**Experience:** Five years of full-time retail management experience, preferably in a college bookstore--two years of which have included providing direct or functional supervision to other staff

**Actions:** Revised classification adopted by the Governing Board on 3/23/05.