

BOOKSTORE SUPERVISOR

Class Code	OT Status	EEO Category	Represented Status	Salary Grade	Effective Date	Status	Pages
	Non-Exempt	Exec/Admin/Managerial	Supervisors	68	10/26/00	Classified	1 of 2

DEFINITION: Under general supervision, supervises, coordinates and assists in the daily operations of the bookstore including the e-commerce web site; oversees the shipping and receiving function, monitors off-site customer service functions related to the bookstore; prepares a variety of sales records and reports; and performs related duties as required.

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

- Supervise, coordinate and assist in the daytime and evening bookstore operations, the shipping and receiving function, and off-site customer service functions.
- Develop and maintain the bookstore e-commerce web site; use site to track books ordered, dropped or part of buy-back program; promote the use of site for advertisement underwriting by book publishers.
- Create, recommend, implement and revise a variety of policies and procedures related to loss prevention, shipping and receiving, customer service, and general store operations.
- Recommend products and services to be offered by the bookstore; research product availability and pricing to meet campus needs.
- Gather, compile, recommend and input projected cost data for annual bookstore budget.
- Receive and respond to customer inquiries and concerns; resolve disputes in accordance with best business practices and approved procedures.
- Oversee shipping and receiving operations; organize function to meet space and product needs; streamlines procedures to improve efficiency.
- Participate in long-range planning activities.
- Set up cash trays; prepare daily sales reports; record sales transactions by department; reconcile cash statements; processes refund requests.
- Maintain store supplies; order replacement items as needed.
- Develop promotional materials including calendars and store displays.
- Prepare, analyze, and generate statistical records, logs, and files related to ordering, sales, income, and expenditure data.
- Assist in selecting new staff; train, evaluate and provide work direction to assigned staff; develop work schedules; prepare and conduct performance evaluations; recommend and document corrective action as required.
- May serve as Bookstore Manager in the supervisor's absence.
- Perform related duties as required.

MINIMUM QUALIFICATIONS:

Knowledge of: General bookstore operations, accounting systems and ordering procedures; record keeping requirements; statistical and sales report preparation methods, components and uses; principles and practices of supervision; related bookstore products, services and pricing; advertising underwriting principles and practices related to e-commerce sites; loss prevention methods and techniques; customer service principles and practices; shipping and receiving practices and procedures; principles of long-range planning; cash reconciliation; setting up cash trays; preparing daily sales reports; recording sales transactions by department; reconciling cash statements; processing refund requests; design principles for promotional materials and store displays.

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Ability to: Develop an effective e-commerce site, bookstore displays, promotional materials; purchase and maintain needed items, products and services at best prices for store and customers; streamline procedures related to assigned areas; hire, train, supervise, schedule and evaluate staff; prepare and maintain accurate records, logs, files and reports; minimize bookstore losses through effective loss control policies and procedures; communicate effectively, both orally and in writing; establish and maintain effective working relationships with those contacted in the course of performing duties.

Education/Training: Equivalent to the completion of an AA degree from an accredited institution of higher education, supplemented by course work in accounting and merchandise display.

Experience: Three years of experience performing responsible duties related to the design and provision of services in a bookstore setting that included ordering books, materials and supplies.

License/Certification: None.

Actions: Newly created classification adopted by the Governing Board on 10/25/00.