



## BOOKSTORE OPERATIONS COORDINATOR

Class Code	OT Status	EEO Category	Represented Status	Salary Grade	Effective Date	Status	Pages
	Non-Exempt	Clerical/Secretarial	PEU Local 1	56	07/01/2017	Classified	1 of 2

### DEFINITION

To lead the daily operations of a college bookstore.

### SUPERVISION RECEIVED AND EXERCISED

- Receives supervision from a departmental supervisor or manager.
- May receive technical or functional supervision from higher-level departmental personnel.
- May provide training and direction to student assistants or other assigned staff.

### EXAMPLES OF DUTIES

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

- Oversees the daily operations of a bookstore.
- Assists in recruiting, hiring, training and scheduling of bookstore staff.
- Maintains effective public relations with students, faculty, vendors and staff.
- Maintains accurate financial records of receipts and expenditures of the store.
- Purchases and authorizes purchasing of new, used, reference and general books, and other merchandise.
- Determines prices for store books and merchandise.
- Oversees e-commerce and order processing.
- Returns unsold books and other merchandise according to bookstore policies.
- Maintains proper inventories of store items, projecting required quantities based on sales history and student enrollment.
- Assigns duties to bookstore staff and ensures accuracy of their work.
- Prepares and distributes correspondence to faculty and college community.
- Prepares daily, weekly, and monthly reports to track operations.
- Opens and/or closes store as assigned.
- May also oversee operations of bookstore convenience store.
- Operates point of sales systems and ensures the security of equipment and contents as needed.
- Operate and troubleshoot point of sales systems and general office equipment.
- Performs related duties as assigned.

### MINIMUM QUALIFICATIONS

Knowledge of:

- College bookstore operations, including shipping and receiving, customer service, inventory control and loss prevention.
- Merchandising principles and practices.
- Billing procedures, methods of cash handling, and reporting in a retail environment.
- Modern office procedures, practices and technology/equipment.



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- Point of sale computer systems.
- Principles and practices of supervision.

Skill/Ability to:

- Compile daily cash reports and maintain appropriate records and files.
- Oversee and train assigned staff in a bookstore operation and office tasks.
- Order as needed and display merchandise.
- Make mathematical calculations quickly and accurately.
- Ability to plan, prioritize, multi-task and resolve problems.
- Operate cash registers, point of sale terminals, computers and other standard office equipment.
- Communicate effectively, both orally and in writing.
- Maintain accurate records including purchase orders, credit memos, cash reports, and textbook inventory.
- Understand and carry out oral and written instructions in an independent manner.
- Establish and maintain cooperative work relationships with those contacted in the performance of required duties.
- Demonstrate understanding of, sensitivity to, and respect for the diverse academic, socio-economic, race, ethnicity, gender identity, sexual orientation, age, mental or physical disability, and religious background of all students, faculty and staff, and with all individuals encountered in the performance of required duties.

### EXPERIENCE AND TRAINING

- Four (4) years of progressively responsible experience in bookstore operations, preferably in a college setting.
- Recent experience in textbook purchasing, customer service, and retail merchandising.

### EDUCATION/LICENSE OR CERTIFICATE

- Possession of a high school diploma/GED or the equivalent, supplemented by college level courses in accounting, business or a related field.

Adopted: 07/01/17