

## **Bookstore Operations Specialist**

### **CLASS SUMMARY**

Under the direction of the designated Manager, the Bookstore Operations Specialist is responsible for planning and coordinating the sale of textbooks, digital texts, supplies, soft goods, food, and for overseeing the bookstore in the absence of the Manager. Duties include, but are not limited to, purchasing, receiving, marketing, merchandising, coordinating textbook rentals, cash receipts, record keeping, accounts payable and/or receivable, formulating rush schedules, and related duties as required.

### **REPRESENTATIVE DUTIES**

Coordinates, interprets and applies standards, policies and procedures for day-to-day bookstore operations including: ordering, pricing, receiving, selling, stocking, textbook coordination, cash handling, bookstore financial record maintenance, staffing, invoicing, accounts payable activities, inventory control, assuming independent responsibility for special projects, and acting as the secondary level of complaint resolution when student/staff/faculty issues arise. Maintains current knowledge of the computerized inventory control system, and policies and procedures for the acquisition of faculty textbook requests. Assists in the recruitment, selection, and training of short-term or substitute staff. Maintains knowledge of industry standards and innovations regarding textbook delivery methods, bookstore website offerings, merchandise, public relations, campus relations, and store operations. Coordinates marketing efforts to include promotions, clearance, visual appearance and customer service. Occasionally represents the district and college at state, regional and national conferences.

### **ORGANIZATIONAL RELATIONSHIPS**

This position reports to the designated Manager.

### **DESIRABLE QUALIFICATION GUIDE**

#### **Training and Experience**

Any combination of training and experience equivalent to an AA degree, preferably in Business. Four years progressively responsible experience in a college or retail store; demonstrated knowledge of various retail practices and procedures.

#### **Knowledge and Abilities**

Good knowledge of: Ordering and sell-through of textbooks, supplies and soft goods; oral and written communication techniques; organizational procedures; record keeping; principles of training and supervision; principles of public relations.

Ability to: Lead, train and direct the work of a diverse staff; implement and coordinate components for college store procedures; establish and maintain effective relationships with students, faculty, staff and community members; train and supervise staff; communicate effectively with college personnel.

#### **Skills**

Working knowledge of computer information systems, preferably inventory control/ point-of-sale. Demonstrated strong communication skills.