

VICTOR VALLEY COMMUNITY COLLEGE DISTRICT

CLASS TITLE: BOOKSTORE OPERATIONS ASSISTANT

FLSA STATUS: NONEXEMPT

BASIC FUNCTION:

Under the direction of an area administrator, assist in the overall operation and administration of the College bookstore; perform record-keeping; order, receive and maintain stock inventory; perform technical bookstore functions involved in textbook, gifts and supplies ordering and processing; provide work direction to student workers.

REPRESENTATIVE DUTIES:

Assist in the overall operation and administration of the College bookstore. *E*

Perform a wide variety of clerical and record-keeping duties and input related data into a computer; order, reorder, receive and maintain stock inventory; input and monitor invoices from vendors; invoice payments. *E*

Perform a variety of technical bookstore functions such as ordering, receiving, pricing and stock control of supplies, stock on hand; verify current pricing structure and update as necessary; determine quantities to be ordered according to established guidelines; lay out and arrange merchandise in store, on shelves, window displays, and in storing areas. *E*

Communicate with bookstore vendors and others to exchange information and resolve issues, concerns or questions; return damaged merchandise as necessary according to established procedures. *E*

Maintain/reconcile opening/closing cash balance for registers; maintain adequate cash fund; operate a cash register to perform cashiering duties; train student staff on cashiering responsibilities. *E*

Coordinate with assigned administrator to develop and update policies and procedures for the bookstore; read, interpret, and explain bookstore policies, procedures and practices. *E*

Assist and maintain a variety of records and reports including purchase order information, vendors and other resources, supply credit invoices and other related records and reports. *E*

Receive supplies and materials and verify invoices to assure proper order, amount, extension and date; recommend the expansion of merchandise and stock as appropriate.

Provide work direction to student employees; assign weekly schedule to assure adequate staffing; assist with training bookstore personnel; assure proper procedures and safety requirements regarding pricing, stocking inventory and receiving materials and supplies are maintained; participate in Bookstore operations as required. *E*

Provide customer service and resolve issues as required.

Participate in and provide information for pricing surveys as directed. *E*

Determine requirements and place orders for supplies, gifts, clothing and other non-book items; review requests from faculty; process special orders; maintain files; analyze sales patterns; determine quantities to be ordered; select vendors and place orders. *E*

Train and provide work direction to bookstore personnel as assigned. *E*

Operate and maintain a variety of related bookstore equipment including a personal computer, facsimile and a credit card approval system. *E*

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

- Standard texts, supplies and services provided by a college bookstore.
- Record-keeping methods, including stock control and inventory procedures.
- Merchandising practices and techniques.
- Basic supply, equipment and textbook purchasing procedures.
- Basic math and cashiering skills.
- Modern office practices, procedures and equipment.
- Operation of a computer terminal and data entry techniques.
- Oral and written communication skills.
- Interpersonal skills using tact, patience and courtesy.
- Inventory methods and practices.
- Principles of training and providing work direction.

ABILITY TO:

- Assist in the overall operation and administration of the College bookstore.
- Oversee the operation of the bookstore during assigned hours.
- Prepare correspondence and reports.
- Assist in training bookstore staff.
- Estimate stock need and select appropriate items and inventories.
- Assist students and faculty in the use of bookstore facilities.
- Establish and maintain cooperative working relationships with others, including those from diverse academic, socioeconomic, cultural, ethnic and disability backgrounds.
- Analyze situations accurately and adopt an effective course of action.
- Perform a variety of technical bookstore clerical work as applied to storekeeping and inventory records.
- Maintain routine records.
- Operate a computer terminal to enter data, maintain records and generate reports.
- Train and provide work direction to others.
- Learn, apply and explain policies, procedures, rules and regulations.
- Operate a cash register and make change accurately.
- Work independently with little supervision.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: graduation from high school and three years of retail experience.

WORKING ENVIRONMENT AND PHYSICAL DEMANDS:

Disclosure:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Bookstore Environment:

While performing the duties of this job the employee is regularly required to sit, use hands to type or handle materials, and talk and/or hear. Position requires climbing ladders, bending, walking, and standing for extended periods of time; eye-hand coordination to operate computer and other required office equipment. The employee is regularly required to lift, carry, push, or pull up to 25 pounds. While performing the duties of this job, the noise level in the work environment is usually quiet.