



Approved by the Board of Trustees on September 12, 2023  
FLSA: Non-Exempt

## **BOOKSTORE OPERATIONS ASSISTANT**

### **DEFINITION**

Under general supervision, performs a variety of clerical duties in support of the District's Rams Bookstore; orders, monitors and maintains a variety of materials, supplies, products, and equipment according to applicable District policies and procedures; provides work direction to student workers; and performs related work as required.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from assigned supervisory or management personnel. Exercises no direct supervision over staff.

### **CLASS CHARACTERISTICS**

This classification is responsible for independently performing clerical duties in support of the District's Rams Bookstore. Positions at this level exercise judgment and initiative in their assigned tasks, receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

### **EXAMPLES OF TYPICAL JOB FUNCTIONS**

Management reserves the right to make reasonable accommodations so that qualified employees with verified medical conditions can perform the essential functions of the job.

- Provides assistance in the overall operation and administration of the District's Rams Bookstore by ensuring optimal customer service to patrons, receiving and processing merchandise, providing direction to student employees, and ensuring proper inventory levels.
- Performs a wide variety of clerical and recordkeeping duties; orders, reorders, receives and maintains stock inventory; inputs and monitors invoices from vendors; submits invoices for payment.
- Performs a variety of technical bookstore functions such as ordering, receiving, pricing and stocking supplies; verifies current pricing structure and updates as necessary; determines quantities to be ordered according to established guidelines; lays out and arranges merchandise in store, on shelves, window displays, and in storage areas.
- Communicates with bookstore vendors and others to exchange information and resolve issues, concerns, or questions; returns damaged merchandise following established procedures.
- Reconciles opening and closing cash balances for registers; maintains adequate cash funds; performs cashiering duties; trains student staff on cashiering responsibilities.
- Assists and maintains a variety of records and reports including purchase order information, vendors and other resources, supply credit invoices and related records and reports.
- Receives supplies and materials and verifies invoices to ensure proper order, amount, signatures, and date; recommends the expansion of merchandise and stock as appropriate.
- Participates in and provides information for pricing surveys as directed.
- Determines requirements and places orders for supplies, gifts, clothing, and other non-book items; reviews requests from faculty; processes special orders; maintains files; analyzes sales patterns; determines quantities to be ordered; and places orders.
- Provides work direction to student employees; ensures proper procedures and safety requirements regarding pricing, stocking inventory and receiving materials and supplies are maintained.

- Works productively and cooperatively with others by demonstrating respect, patience and equitable treatment of all internal and external customers.
- Observes and complies with District and mandated safety rules, regulations, policies and protocols.
- Performs other related duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Operations, services, and activities of a college bookstore serving students, faculty and staff.
- Merchandising practices and techniques.
- Methods and techniques of inventory control as it relates to the receipt, storage and distribution of supplies.
- Recordkeeping principles and procedures.
- Basic mathematical principles.
- Proper cash handling techniques.
- Principles and practices of record keeping.
- The operation and maintenance of a variety of equipment used in bookstore operations.
- District and mandated safety rules, regulations, policies and protocols.
- Techniques of providing a high level of customer service by effectively interacting with students, staff, faculty, representatives of outside organizations, and members of the public, including individuals of diverse academic, socio-economic, ethnic, religious and cultural backgrounds, physical ability, and sexual orientation.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

### **Ability to:**

- Perform detailed bookstore operations support work accurately and in a timely manner.
- Understand and follow District inventory practices.
- Maintain accurate databases, records, and files.
- Estimate inventory levels and select appropriate items for purchase.
- Assist students and faculty in use of the bookstore.
- Ensure proper operation of cashiering and point of sale equipment.
- Perform arithmetic computations accurately.
- Maintain files and records.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Use tact, initiative, prudence, and independent judgment within general policy, and procedural guidelines.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Demonstrate sensitivity to, and understanding of, the diverse academic, socio-economic, ethnic, religious, and cultural backgrounds of community college students.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

**Education and Experience:**

*Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:*

Education:

- Equivalent to completion of the twelfth (12th) grade.

Experience:

- Three (3) years increasingly responsible retail sales experience.

**Licenses and Certifications:**

- None.

**PHYSICAL DEMANDS**

Must possess mobility to work in a standard office and retail setting and use standard office and retail equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects averaging a weight of 50 pounds or heavier weights, in all cases with the use of proper equipment and/or assistance from other staff.

**ENVIRONMENTAL CONDITIONS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.