



## **BOOKSTORE OPERATIONS COORDINATOR**

### **DEFINITION**

Under direction, coordinates the day-to-day operations and activities of the District Bookstore, including ordering merchandise, monitoring consumer trends, and ensuring pricing is competitive; organizes consistent coverage for services so materials and resources are continuously available to students, faculty and staff; maintains inventory levels and orders materials as needed; and performs related duties as assigned.

### **SUPERVISION RECEIVED AND EXERCISED**

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

### **CLASS CHARACTERISTICS**

This classification is responsible for the coordination of the District Bookstore, with responsibility for independently implementing the bookstore's goals and objectives. Positions in this classification rely on experience and use considerable discretion and independent judgment to ensure the bookstore's efficient and effective service delivery. Assignments are given with general guidelines and incumbents are responsible for establishing objectives, timelines, and methods to deliver on bookstore services. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements.

### **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.

- Coordinates the day-to-day activities and operations of the District Bookstore, including merchandising; organizes schedules and merchandising so there is consistent coverage for services, making certain that materials, resources and services are continuously available to students, faculty and staff; monitors consumer trends to meet customer needs.
- Confirms competitive pricing for all bookstore merchandise in compliance with established pricing policies; monitors pricing processes to meet performance goals.
- Plans, organizes, and coordinates the ordering of general merchandise; contacts vendors regarding prices, quotations, and shipping and delivery information; determines future stock needs; directs timely placement of merchandise on the sales floor after its receipt.
- Maintains/reconciles opening/closing cash balance for registers, and an adequate cash fund; operates a cash register to perform cashiering duties; trains student staff on cashiering responsibilities,
- Provides work direction to student employees; assigns weekly schedule for optimal staffing; assists with training bookstore personnel.
- Assists in monitoring the bookstore budget; reviews cost savings against prior years to track performance and make plans to increase revenue.
- Determines and maintains inventory levels in accordance with established guidelines and/or specific directives; coordinates buyback and inventory processes; projects sales, quantities and types of books needed to maintain adequate inventory levels.

- Communicates with vendors to order educational materials, resolve receiving, invoicing and other related issues, and returns educational materials according to established guidelines.
- Works productively and cooperatively with others by demonstrating respect, patience and equitable treatment of all internal and external customers.
- Ensures staff observe and comply with District and mandated safety rules, regulations, and protocols.
- Performs other related duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Operations and goals of the District Bookstore.
- General knowledge of accepted business and retailing practices.
- Merchandising and inventory management principles and practices.
- Principles and practices of retail operations coordination including implementation of the goals and objectives and oversight of performance, reporting, and accountability.
- Proper cash handling procedures.
- Methods and techniques of monitoring budgets and revenue performance.
- Applicable federal, state, and local laws, rules, regulations, ordinances relevant to assigned area of responsibility.
- Methods of preparing and processing various records, reports, forms, and other documents specific to bookstore operations.
- Record keeping and filing systems and methods.
- Methods and techniques of planning and assigning work to part-time operational staff.
- 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:**

- Oversee and participate in the day-to-day operations of the District Bookstore.
- Assist in the development of goals, objectives, policies, procedures, and work standards for bookstore operations.
- Develop, implement, and coordinate assigned operations, services, and activities in an independent and cooperative manner, evaluate alternatives, and make sound recommendations,
- Evaluate and recommend improvements in operations, procedures, policies, or methods.
- Review and evaluate new service delivery methods, procedures, and techniques and make recommendations for changes.
- Prepare clear and concise correspondence and other written materials.
- Plan, organize, schedule, assign, train, and review the work of assigned staff.
- 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 (12<sup>th</sup>) grade.

Experience:

- Four (4) years of increasingly responsible retail experience, preferably in a bookstore environment, one (1) of which should be in a lead capacity.

**Licenses and Certifications:**

- None.

**PHYSICAL DEMANDS**

Must possess mobility to work in a standard office and retail setting and use standard office 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. Frequent standing, sitting and walking between work areas is 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 up to 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 and retail 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.