

## Citrus College

## Position Description

Position: Bookstore Evening Coordinator	Position Number:
Department/Site:	FLSA: Non-exempt
Reports to:	Salary Range: 30

### Summary

Oversees, assigns, and participates in the evening retail operations of a campus bookstore. Oversees and provides customer service, receipt, pricing and display of merchandise, and ensures adequate staff, student, and temporary help coverage during assigned hours.

### Distinguishing Career Features

The Bookstore Evening Coordinator serves as a working team leader to a campus retail bookstore. Advancement to this position would be through appointment require demonstrated competency in setting up customer service staffing that responds to service level needs, merchandise inventory to enhance sales, and coordinate replenishing stock items for next day sales. Advancement from this to other Bookstore positions would be through promotion and requires compliance with the stated qualifications.

### Essential Duties and Responsibilities

- Coordinates, oversees, and participates in the sales operations of a campus bookstore for a specified work shift. Arranges staffing to enhance customer service. Prepares step-by-step procedures that guide bookstore activities.
- Prioritizes and reviews the work assignments given to staff assigned to the shift. Provides input and may participate in performance reviews of staff. As directed, reviews performance of student and temporary help.
- Participates in all aspects of store operations including but not limited to, cashiering, customer service, technical assistance, textbook ordering and receiving, pricing, stocking, and display.
- Oversees all cashiering and customer activities. Assigns staff to cash registers, periodically auditing cash, and ensuring that all transactions are accurate on a daily basis. Reconciles and balances all receipts, prepares money transfers and/or deposits, and ensures accounts are properly credited.
- May assist faculty in initiating textbook purchases. Reviews requisitions for accuracy, then enters information onto a computer-aided purchasing system.
- Administers textbook buyback by following accepted book lists and prices.
- Establishes and maintains proper inventory controls and levels to keep purchases, returns, and stock at sufficient levels to meet the needs of the campus. Participates in organizing and conducting periodic physical inventories.

Bookstore Evening Coordinator

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Effective July 1, 2004

- May work with Purchasing for special purchases.
- Participates in the hire, training, and scheduling of student and temporary workers.
- Performs other duties as assigned that support the overall objective of the position.

## **Qualifications**

- **Knowledge and Skills**

Requires working knowledge of all aspects of the operations, policies, and procedures of a college bookstore (or equivalent retail). Requires working knowledge of stock replenishing techniques, inventory control, inventory turns, and buying. Requires sufficient knowledge of and skill at using computer-aided software for bookstore and general retail purposes. Requires a working knowledge of bookkeeping practices used in retail. Requires well-developed cashiering, customer service, ordering, merchandising, and computer data entry skills. Requires operational knowledge of general retail office equipment. Requires sufficient arithmetic skills to add, subtract, divide, and calculate percentages. Requires sufficient human relations skill to lead a small team dedicated to customer service, orient and train staff, and affect a positive sales environment.

- **Abilities**

Requires the ability to perform all of the duties of the position efficiently and effectively, with minimal supervision. Must be able to organize a retail sales floor to ensure coverage in all customer service areas. Must be able to operate retail office machines including software programs designed for retail support and transactions. Requires the ability to work with other campus staff to accomplish the overall objectives of the bookstore. Requires the ability to train others. Must be able to assume tasks of other staff members in their absence or at periods requiring assistance. Must be able to work with a variety of people in a seasonally high-volume environment. Must be able to perform arithmetic calculations rapidly. Must be able to work varying shifts.

- **Physical Abilities**

The incumbent functions indoors performing work of predominately an active nature. Requires sufficient ambulatory ability to stand, lift, and place light-to-medium weight items (under 50 pounds) onto shelves or displays on a continual basis and heavy items on an occasional basis. Requires sufficient hand-eye coordination to use a computer keyboard and/or 10-key adder at an acceptable rate. Requires sufficient visual acuity to recognize people, numbers, and words. Requires auditory ability to carry on conversations in person.

- **Education and Experience**

The position requires an Associate's Degree in accounting, business, retail management or similar field and three years of experience in customer service, cashiering, merchandising, textbook buying, or related retail field.

- **Licenses and Certificates**

May require a valid driver's license.

- **Working Conditions**

Work is performed indoors where safety considerations exist from lifting and moving materials.