

Citrus College

Position Description

Position: Bookstore On-line Coordinator	Position Number:
Department/Site:	FLSA: Non-exempt
Evaluated by:	Salary Range: 35

Summary

Under the direction of the Bookstore Supervisor, coordinates with bookstore operations by overseeing (EPOS) online store; receives prices and shelves all selling categories except textbooks. Assists in monitoring POS cash register system, including but not limited to printing barcode labels, monitoring various charge accounts and completing upgrades. Assists when necessary with the shipping department. Assists customers with information and purchasing needs.

Essential Duties and Responsibilities

Performs some or all of the following, depending on the area of assignment.

- Coordinates (EPOS) Online store, processing orders, item uploads, takes digital photos of items to upload, develops look of online store homepage. Oversees student staff participation in online services and running of the online service counter. Interacts and trouble shoots with Online Processing.
- Coordinates outside sales utilizing student staff. Responsible for set up and take down, cash register set up and merchandise selection for discount.
- Assists with College bookstore operations including but not limited to POS textbook coordinator program and PALM upgrades and maintenance. Assists with creation of new department charge accounts and printing of required reports.
- Assists in the receiving of all merchandise except required textbooks. Verifies merchandise against bills of lading or purchase orders. Enters merchandise into POS system and creates barcodes when necessary.
- Verifies price of merchandise for shelving and sale. Accesses inventory information to assist Buyer in the need for ordering. Shrink wraps and labels items. Removes old merchandise for discount or return.
- Assists in periodic inventories, including scanning and packing seasonal merchandise for storage. Assists in annual inventory to include location set up, scanning and printing of reports for final audit book.
- Assists in various special events and projects including annual graduation ceremonies.
- Assists shipping department when needed, including packaging, wrapping, and shipping packages. Researches freight costs for special projects.
- Operates a variety of equipment including cash register, computer, charge card/check verification machines, calculator, typewriter, fax, copier, palm scanning equipment, and barcode readers.
- Assists customers in/out of the bookstore to find desired items, provide information, answer questions, process returns as needed.
- Maintains bookstore in a clean, safe, and orderly condition.
- Provide direction to student staff as assigned.
- Performs other duties as assigned that support the overall objective of the position and the bookstore.

Qualifications

▪ **Knowledge and Skills**

Requires a working knowledge of bookstore (or equivalent retail) operations and procedures. Requires a working knowledge of retail record keeping techniques, appropriate suppliers, and merchandising procedures. Requires a working knowledge of purchase orders, invoices, shipping and receiving procedures. Requires a working knowledge of cashiering and computer data entry skills. Requires operational knowledge of general retail office and shipping/receiving equipment. Requires basic knowledge of merchandising techniques. Requires basic knowledge of oral and written communication skills, interpersonal skills, using tact, patience, and courtesy. Requires basic knowledge of telephone techniques and etiquette.

▪ **Abilities**

Requires the ability to perform all duties of the position efficiently and effectively. Requires the ability to receive and control inventory, plan and organize work, and meet schedules and timelines. Requires the ability to add, subtract, divide and calculate percentages. Requires the ability to operate retail office machines including software programs, point of sale and palm scanners. Requires the ability to make arithmetic calculations quickly and accurately. Requires the ability to perform a variety of clerical and sales duties according to bookstore policies and procedures. Requires the ability to maintain routine records. Requires the ability to understand and follow oral and written directions, and communicate effectively both orally and in writing. Requires the ability to establish and maintain cooperative and effective working relationships with other staff to accomplish the overall objective of the bookstore. Requires the ability to analyze situations accurately and adopt an effective course of action. Requires the ability to assume tasks of other staff members in their absence or during peak busy periods. Requires the ability to work a varying schedule during peak busy periods.

▪ **Physical Abilities**

Requires sufficient ambulatory ability to stand, lift, and place varying weight items onto shelves and displays on a regular basis. Requires sufficient hand-eye coordination and manual and finger dexterity to type, operate a personal computer /keyboard and/or 10-key/adding machine at an acceptable rate. Requires sufficient visual acuity to recognize people, numbers and words. Requires auditory ability to carry on conversations in person. May require the physical ability to stand for long periods of time and climb step stools and ladders.

▪ **Education and Experience**

This position requires a High School diploma or equivalent and one year experience assisting in buying and selling of merchandise, shipping, receiving and controlling inventory in a retail environment. College bookstore preferred.

▪ **Licenses and Certificates**

▪ **Working Conditions**

Work is performed indoors where minimal safety considerations exist from full-body physical labor, handling of medium weight materials, and climbing step stools and ladders.