

## Citrus College

## Position Description

Position: Bookstore Operations Coordinator	Position Number:
Department/Site:	FLSA: Non-exempt
Reports to:	Salary Range: 36

### Summary

Oversees, assigns, and participates in the review of overall campus store operations and the work of others. Assists faculty and staff with purchases, oversees and provides customer service, receipt, pricing and display of merchandise, and ensures adequate staff, student, and temporary help coverage during business hours.

### Distinguishing Career Features

The Bookstore Operations Coordinator serves as a working team leader to a campus retail bookstore. Advancement to this position requires demonstrated competency in setting up customer service staffing that responds to service level needs, merchandise inventory to enhance sales, and coordinate ordering and receipt of items for resale.

### Essential Duties and Responsibilities

- Plans, coordinates, oversees, and participates in the operations of a campus bookstore. Establishes schedules that support customer traffic levels. Arranges work methods to enhance customer service. Prepares step-by-step procedures that guide bookstore activities.
- Plans, prioritizes, provides and participates in work reviews of staff, students and temporary help assigned to the bookstore. Provides input and may participate with the Director in formal performance reviews of staff. As directed, reviews performance of student and temporary help.
- Participates in the selection of student and temporary help to the bookstore. Provides or arranges for orientation and training.
- Participates in all aspects of store operations including but not limited to, cashiering, customer service, technical assistance, 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.
- Assists faculty and staff in initiating purchases, reviews requisitions for accuracy, then enters information onto a computer-aided purchasing system.
- Coordinates receiving and pricing for classroom materials and merchandise, ensuring that price calculations and data entry to inventory are accurate and up-to-date.

- Administers the on-line store. Receives, reviews, and processes orders for classroom materials and merchandise. Works with information technology staff to maintain the site up-to-date.
- Works with vendors to expedite orders and solve problems connected with delivery, pricing, quantity, and quality.
- 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.
- Participates in the annual budgeting process. Administers and monitors budget expenditures for store operations.
- May work with Purchasing for special purchases.
- Participates in the hire, training, scheduling and performance of student and temporary workers.
- Performs other duties as assigned that support the overall objective of the position.

## **Qualifications**

### ▪ **Knowledge and Skills**

Requires in-depth working knowledge of all aspects of the operations, policies, and procedures of a college bookstore (or equivalent retail. Requires in-depth knowledge of stock replenishing, 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 closely 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 a high school diploma or equivalent, plus college level courses in accounting, business, or similar field that would enable job performance. Requires four years of experience in customer service, cashiering, merchandising, textbook buying, or related retail field. An Associate's degree plus is preferred.

- **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.