

Citrus College

Position Description

Position: Bookstore Shipping/Receiving Clerk	Position Number:
Department:	FLSA: Non-exempt
Reports to:	Salary Range: 20

Summary

Provides support to Bookstore operations by coordinating and performing receiving, inventorying, stocking and return shipping of a full range of textbooks, coursewares, and general merchandise.

Distinguishing Career Features

The Bookstore Shipping and Receiving Clerk provides shipping, receiving, and inventory management in support of retail service customers. Advancement to this position requires the ability to coordinate shipping and receiving and textbook support, and provide floor leadership and training of others in retail operations.

Essential Duties and Responsibilities

- Receives and enters merchandise into a computer-aided inventory program, verifying quantities, quality, and conformance to packing slips and purchase orders. Makes ready for retail sale with bar coding or price tags.
- Receives and verifies quantities and quality of textbooks and other merchandise purchased or transferred in for resale. Coordinates textbook inventory, ensuring stock meets faculty needs for quantity and title.
- Evaluates inventory of stock items in the Bookstore and reorders as needed. Checks sales history to determine if reordering is required. Initiates orders of stock items and processes into system upon arrival.
- Processes returned items. Contacts vendors for authorization and return procedures. Forwards approved documentation to facilitate account adjustments.
- Assists with organizing in-store promotions and sales. Suggests items to put on sale by evaluating overstock items or buying items specifically for promotion.
- Monitors stock levels and restocks shelves with books and supplies when needed. Orders merchandise based on pre-determined re-order points.
- Recommends merchandise based on feedback from customers. Contacts established sources for selection, pricing, and availability.
- May meet with established vendor representatives for routine ordering of books, clothing, accessory, gift items, and special orders. Evaluates the need, pricing and quantities of items to be sold. Secures prices, places orders and processes into system upon arrival.

- Participates in beautification and general maintenance of store, including vacuuming, dusting and re-arranging stock as needed to ensure merchandise is properly presented.
- Trains student workers and other clerical staff in store operations.
- Performs other duties as assigned that support the overall objective of the position.

Qualifications

▪ **Knowledge and Skills**

Requires a working knowledge of the Bookstore (or equivalent retail) operations and procedures. Requires a working knowledge of stock replenishing and buying procedures. Requires cashiering and computer data entry skills. Requires operational knowledge of general retail office and shipping-receiving equipment. Requires sufficient arithmetic skills to add, subtract, divide, and calculate percentages. Requires a basic knowledge of merchandising techniques, including point-of-sale, that enhance customer purchases. Requires sufficient human relations skills to engage customers, work with vendors, convey technical information, and train staff on receiving and inventory operations.

▪ **Abilities**

Requires the ability to perform all of the duties of the position efficiently and effectively, with minimal supervision. Requires the ability to receive and control inventory. Must be able to operate retail office machines including software programs designed for retail support. Requires the ability to work closely with other 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 perform arithmetic calculations rapidly. Must be able to work a varying schedule.

▪ **Physical Abilities**

The incumbent performs work of an active nature, requiring sufficient ambulatory ability to stand, lift, and place medium weight items (under 50 pounds) onto shelves or displays on a regular basis. Requires sufficient hand-eye coordination to use a personal 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 and two years of experience in warehousing, shipping and receiving, or inventory control.

▪ **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.