



Position Description

Position: Bookstore Supervisor	Position Number: 488702
Department/Site: Bookstore/Student Services	FLSA: Exempt
Evaluated by: Dean of Students	Salary Range: 9

Summary

Under the general direction of the dean of students, the bookstore supervisor plans, coordinates and directs the day-to-day operations and supervises all functions and activities of the college bookstore, including the e-commerce website; trains, orients, supervises and evaluates bookstore employees.

Essential Duties and Responsibilities

- Responsible for all facets of the daily operation of the college bookstore.
- Develops and implements store policies and procedures with support from the District accounting office; monitors and manages bookstore income and expenditures.
- Gathers data and prepares reports as needed.
- Develops cooperative and productive relationships with college students, staff and faculty.
- Ensures a high level of customer service.
- Maintains knowledge of current legislation, trends and best practices in college bookstores.

- Presents training sessions regarding bookstore policies and procedures to regular and student employees.
- Works with bookstore staff to improve store performance.
- Plans and monitors physical improvements and maintenance of store facilities and equipment.
- Ensures appropriate staffing levels and hours of operations.
- Resolves customer service problems and complaints.
- Develops and implements marketing, merchandising, and advertising programs for the bookstore.
- Develops and implements internal controls for safeguarding the assets of the bookstore, including cash and inventories.
- Approves invoices, freight bills, etc. for payment.
- Performs related duties as assigned.

Qualifications

Knowledge, Skills, and Abilities

- Knowledge of all bookstore operations, including: principles of effective leadership, management and supervision.
- Scheduling of operations and staff; inventory maintenance and control; effective marketing/retailing strategies and program.
- Loss prevention methods and techniques.
- Shipping and receiving.
- A comprehensive understanding of textbook operations.
- Perform all of the relevant duties of the position with only general direction.
- Work effectively in a shared governance environment.



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- Provide customer support from a management level.
- Provide customer service protocol with a customer-service oriented priority.
- Use effectively a personal computer and a variety of job-related software applications.
- Conduct long-range planning.
- Communicate clearly and concisely, both orally and in writing.
- Demonstrate effective communication in a multi-cultural environment with faculty, staff and students.
- Establish and maintain cooperative and effective working relationships with members of the college community and with outside contacts.
- Coach and manage assigned staff.

Physical Abilities

- Incumbent must be able to function effectively indoors engaged in work of primarily a sedentary nature.
- Requires the ability to sit for extended periods of time to accomplish data entry and deskwork.
- Requires sufficient arm, hand, and finger dexterity in order to use a personal computer keyboard, multi-media presentation, and other office equipment.
- Requires normal hearing and speaking skills to communicate in one-on-one and small group settings and distinguish sound prompts from equipment.
- Requires visual acuity to read printed materials and computer screens.

Education and Experience

- Possession of an associate's degree in business or related field with additional course work in accounting and marketing. Three years of increasingly responsible experience in a college bookstore. Bachelor's degree in business or related field is preferred.

Licenses and Certificates

- May require a valid driver's license.

Working Conditions

- Work is performed indoors where minimal safety considerations exist.