



## POSITION DESCRIPTION

### Bookstore Services Supervisor

---

**Position** ..... Bookstore Services Supervisor  
**Department/Site** ..... Finance and Administrative Services  
**FLSA** ..... Exempt  
**Evaluated by** ..... Enterprise Services Manager  
**Salary Range** ..... 09

#### **Summary**

Under the general direction of the Enterprise Services Manager, the Bookstore Services Supervisor coordinates the day-to-day operations and supervises all functions and activities of Owl Bookshop, Art & Coffee Bar, and e-commerce website, including coordination of retail sales at all satellite locations.

#### **Essential Duties and Responsibilities**

- Responsible for all facets of the daily operation of Owl Bookshop, Art & Coffee Bar, e-commerce website, and all satellite locations.
- Develops and implements bookstore services policies and procedures for purchasing, inventory, records and operational activities with support from the District accounting office; monitors and manages bookstore services income and expenditures.
- Gathers data and prepares reports as needed.
- Develops cooperative and productive relationships with college students, staff and faculty, administrators, vendors, Foundation, and the local community.
- Ensures a high level of customer service.
- Maintains knowledge of current legislation, trends and best practices in college bookstores.
- Presents training sessions regarding bookstore services policies and procedures to regular, short-term, substitute, and student employees.
- Works with Owl Bookshop, Art & Coffee Bar, and all satellite location staff to improve bookstore services performance.
- Coordinates retail sales at all campus locations.
- Ensures appropriate staffing levels and hours of operations.
- Resolves customer service problems and complaints.
- Develops and implements marketing, merchandising, and advertising programs for Owl Bookshop, Art & Coffee Bar, e-commerce website, and all satellite locations.
- Develops and implements internal controls for safeguarding the assets of Owl Bookshop, Art & Coffee Bar, and all satellite locations, including cash and inventories.
- Monitors the campus course material adoption process.
- Plans and monitors sales of bookstore services food products.
- Maintains compliance of health code and IPP Safety regulations and policies.
- Oversees faculty regalia rentals for commencement.
- Approves invoices, freight bills, etc. for payment.
- Maintains positive working relationships with other departments on campus.
- Communicates District policy and administrative decisions to assigned personnel and students.
- Administers the collective bargaining agreements among the District and the classified union.
- Creates an atmosphere of collegiality and supports the goals of participatory governance.
- Trains, orients, supervises and evaluates assigned personnel.
- Resolves conflict.



## **POSITION DESCRIPTION**

### **Bookstore Services Supervisor**

---

- Ensures compliance with local, state, and federal regulations.
- Performs other duties as assigned that support the overall objective of the position and the District's mission and philosophy.

#### **Knowledge, Skills and Abilities**

- Knowledge of all bookstore services operations, including: principles and practices of effective leadership, management and supervision.
- Ability to schedule operations and staff; maintain and control inventory; create effective marketing/retailing strategies and programs.
- Knowledge of loss prevention methods and techniques.
- Ability to prepare and control budgets.
- Ability to maintain accurate and secure methods of cash handling.
- Knowledge of applicable laws, codes, regulations, policies and procedures.
- Knowledge of tax, health code, and employment regulations, policies and procedures.
- Knowledge of retail business practices.
- Knowledge of proper methods and procedures related to the preparation and sales of food.
- Knowledge of shipping and receiving.
- A comprehensive understanding of course materials.
- Ability to perform all of the relevant duties of the position with only general direction.
- Ability to work effectively in a shared governance environment.
- Ability to provide customer support from a supervisor level.
- Ability to provide customer service protocol with a customer service-oriented priority.
- Ability to effectively use a personal computer and a variety of job-related software applications.
- Ability to develop and implement long-term and short-term plans and activities.
- Ability to communicate effectively, in English, with a diverse population both orally and in writing.
- Sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, and ethnic backgrounds of community college students, faculty, and staff.

#### **Education and Experience**

- Possession of a bachelor's degree in business, or a related field, and three years of increasingly responsible experience in a college bookstore.

#### **Licenses and Certificates**

- Must possess a SERVSAFE Food Production Manager Certificate or obtain certificate within three (3) months of initial employment.