

Position: Bookstore Operations Assistant	Salary Grade: 12
Department: Administration Services	FLSA: Non-exempt

Summary

Supports Bookstore operations by assisting customers with purchases, shipping-receiving-transferring of merchandise from one site to another, ordering merchandise, and displaying merchandise to preserve quality and enhance sales.

Essential Duties and Responsibilities

- Assists in the operations of the bookstore. Serves customers by processing retail sales transactions. Prepares documentation for transactions on account and vouchers.
- Operates cash register and assists customers with purchasing items from the bookstore. Verifies checks and processes credit card purchases. Provides product information. Explains bookstore procedures. Recommends changes in procedures.
- Receives requests for special orders for non-stock merchandise from customers, staff, and faculty. Evaluates and then places orders, following established procedures. Receives and enters merchandise into inventory and prints bar code labels.
- Assists with evaluation of inventoried stock items in the Bookstore and reorders as needed. Checks sales history to determine if reordering is required. Places orders and processes into system upon arrival.
- Meets with vendor representatives on an occasional basis to purchase of trade books, clothing, accessory, and gift items. Evaluates need, pricing, and quantities of items to be sold. Secures prices, places orders and processes into system upon arrival.
- Participates in organizing in-store promotions and sales. Suggests items to put on sale by evaluating overstock items or buying items specifically for promotion.
- Purchases used textbooks. Receives, verifies quantities and quality of textbooks, trade books, accessories, clothing, sundries, and other merchandise purchased or transferred in for resale. Conducts textbook inventory, ensuring stock meets faculty needs for quantity and title.
- 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.
- Participates in merchandising, beautification, and general maintenance of store, including vacuuming, dusting and re-arranging stock as needed to ensure merchandise is properly presented.

- Ensures security of the bookstore by restricting customer access to sales areas and locking doors at the close of business.
- Assigns work to student and hourly workers.
- 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, policies, and procedures. Requires a basic understanding methods used in merchandising, replenishing stock, ordering, and textbook buying. Requires well-developed cashiering and computer data entry skills. Requires operational knowledge of general retail office equipment. Requires sufficient customer relations skills to affect a positive sales environment. Requires sufficient arithmetic skills to add, subtract, divide, and calculate percentages.

- **Abilities**

Requires the ability to perform all of the duties of the position efficiently and effectively, with minimal supervision. 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 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 pressure environment. Must be able to perform arithmetic calculations rapidly. May require the ability to perform work assignments at all College locations.

- **Physical Abilities**

Requires sufficient ambulatory ability to stand, lift, and place light-to-medium weight items (under 25 pounds) onto shelves or displays on an intermittent basis. Requires sufficient hand-eye coordination to use a computer keyboard 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**

High School diploma or equivalent required. Supplemental college level courses in accounting or business strongly preferred. Minimum of three years of experience in customer service, cashiering, merchandising, buying or a related field required.

- **Licenses and Certificates**

May require a valid driver's license.

- **Working Conditions**

Work is performed indoors where some safety considerations exist from lifting of medium weight, yet awkward materials.

This job/class description, describes the general nature of the work performed, representative duties as well as the typical qualifications needed for acceptable performance. It is not intended to be a complete list of all responsibilities, duties, work steps, and skills required of the job.

Board approved: 07/10/2003