

NORTH ORANGE COUNTY COMMUNITY COLLEGE DISTRICT JOB DESCRIPTION

Job Title:	Bookstore Operations Specialist	Range:	36
Date Revised:		Date Approved:	April 8, 2003

PRIMARY PURPOSE

This position is responsible for assisting in the coordination of the operations and activities of the college bookstore including various purchasing functions in the area of school supplies and general merchandise.

ESSENTIAL FUNCTIONS

Examples of essential functions are interpreted as being descriptive and not restrictive in nature.

1.	Assists in the coordination of daily bookstore operations; ensures efficient customer service operations; organizes and implements special sales and other events as directed; oversees merchandising; coordinates and schedules sale merchandise.
2.	Prepares and maintains a variety of lists, files and records; participates in inventory activities and prepares inventory reports.
3.	Coordinates instructional needs with faculty; communicates with various departments, instructors, students, staff and outside organizations to provide and receive information and recommendations related to bookstore operations; responds to customer complaints.
4.	Provides direction for set up of cashier stations, refund counters, personnel and merchandise displays.
5.	Performs various purchasing functions; researches and evaluates products, materials and supplies; orders and coordinates timely delivery of products, materials, and supplies; establishes accounts and develops contracts and price schedules with vendors; sets retail prices.
6.	Processes purchase orders, invoices, back orders and late orders; resolves discrepancies between merchandise and purchase orders.
7.	Monitors and reconciles daily and monthly sales through point of sale system; performs activities to meet sales goals; coordinates all software upgrades to the system; performs systems backups and generates reports.
8.	Trains and provides work direction and guidance to others as directed.
9.	Learns and applies emerging technologies and advances as necessary to perform duties in an efficient, organized, and timely manner.
10.	Performs related duties as assigned.

OTHER FUNCTIONS

In addition to the essential functions, the Bookstore Operations Specialist oversees bookstore operations in the absence of the Bookstore Manager.

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WORKING RELATIONSHIPS

The Bookstore Operations Specialist maintains frequent contact with departments and personnel, faculty, students, staff, and outside vendors.

EDUCATION AND EXPERIENCE

High school diploma or equivalent
Minimum three (3) years increasingly responsible retail sales experience, including experience in a college bookstore; may be supplemented by college courses in retail merchandising or related field.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of organization, policies, and rules of assigned department or program
Knowledge of modern office practices, procedures and equipment
Knowledge of record-keeping techniques
Knowledge of basic bookkeeping procedures
Knowledge of correct English usage, grammar, spelling, punctuation, and vocabulary
Knowledge of various computer software applications
Knowledge of the daily operations of a bookstore, including policies and procedures
Knowledge of standard practices of buying, selling, storage and inventory control procedures
Knowledge of general merchandising principles and practices
Knowledge of shipping and receiving methods and procedures
Ability to operate a variety of office equipment
Ability to maintain records and prepare reports
Ability to plan, organize and prioritize work
Ability to interpret, apply and explain rules, regulations, policies and procedures
Ability to make arithmetic calculations quickly and accurately
Ability to meet schedules and time lines
Ability to understand and follow oral and written directions
Ability to communicate effectively, both orally and in writing
Ability to work independently with little direction
Ability to understand scope of authority in making independent decisions
Ability to review situations accurately and determine appropriate action according to established guidelines
Ability to establish and maintain effective working relationships with others

SPECIAL REQUIREMENTS

None

TRAINING REQUIREMENTS

Utility Cart Certification

WORKING CONDITIONS

College bookstore environment; subject to lifting (up to 50 lbs. unassisted) and standing for long periods; repetitive use of upper extremities.
