

<b>NORTH ORANGE COUNTY COMMUNITY COLLEGE DISTRICT JOB DESCRIPTION</b>
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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.	Participate in District/College efforts to increase the diversity of faculty and staff and to address student achievement gaps; active assistance in the creation of a welcoming and inclusive work and educational environment; attend and participate in diversity, equity and inclusion trainings and events.
11.	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.

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## **EDUCATION AND EXPERIENCE**

### Minimum Qualifications

High school diploma or GED

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.

Commitment to diversity. All applicants must have demonstrated sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender, gender identity, sexual orientation, and ethnic backgrounds of community college students, faculty and staff. The applicant must be able to demonstrate how their experience with these factors relates to successfully achieving the goals of the position.

### Desirable Qualifications

Prior experience in approaching work and interactions with colleagues and/or students in an equity minded manner. Ability to provide an inclusive and welcoming work/educational environment.

## **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

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## **SPECIAL REQUIREMENTS**

None

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**TRAINING REQUIREMENTS**

Utility Cart Certification

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**WORKING CONDITIONS**

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

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