

ASSISTANT BOOKSTORE MANAGER

DEFINITION

Plans, coordinates, supervises and participates in the day-to-day activities of assigned bookstore operations including ordering, storekeeping, merchandising, selling, and cashiering functions.

TYPICAL DUTIES

Plans, coordinates, supervises, and participates in the day-to-day activities of assigned bookstore operations including ordering, storekeeping, merchandising, selling, and cashiering functions.

Selects, trains, and supervises the work of assigned staff.

Assists in recommending revisions or improvements in bookstore policies, procedures, and work methods.

Assists the store manager in evaluating new equipment, systems, and products.

Contacts publishers and vendors to obtain availability and ordering information, expedite orders, and resolve unusual problems related to shipments and invoices.

Interviews sales representatives regarding new or improved products.

Diagnoses malfunctions of cash registers and point of sale systems, computer equipment, and makes minor repairs and adjustments; contacts service technicians as needed.

Investigates customer complaints and takes appropriate action.

Resolves problems related to daily sales receipts with the college business office.

Prepares records, reports, and correspondence on matters related to assigned bookstore operations.

Secures assigned facilities at the close of business.

Assists in the development and implementation of internal controls to safeguard the assets of the bookstore including cash and inventories.

Acts for the Bookstore Manager in his/her absence.

May supervise a limited number of ancillary bookstore operations such as a cyber café and retail copy center at larger bookstore operations.

Performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

An **Assistant Bookstore Manager** is responsible for supervising assigned bookstore operations and performing a variety of sales, storekeeping, merchandising, ordering, and cashiering functions. Use of computer equipment and computer applications is an integral aspect of the duties. Incumbents are typically assigned to the evening shift bookstore operations. At larger bookstore operations some positions may be assigned supervisory responsibilities over a limited number of ancillary bookstore operations such as a cyber café and retail copy center.

A **Bookstore Manager** applies a thorough knowledge of retail merchandising and management methods and procedures in directing the operations of a college bookstore. Use of computer equipment and computer applications is an integral aspect of the duties. At larger bookstore operations some positions may be assigned supervisory responsibilities over a limited number of ancillary bookstore operations such as a cyber café and retail copy center.

SUPERVISION

General supervision is received from a classified administrator or manager. Immediate supervision is exercised over assigned clerical and operational staff.

CLASS QUALIFICATIONS

Knowledge of:

- Principles of retail sales management
- Merchandising techniques
- Principles of inventory management and control
- Principles of customer service
- Purchasing procedures and sources of supply for textbooks, school supplies, and other merchandise sold in a bookstore
- Common business practices with respect to ordering, sales, storekeeping, and cash handling
- Principles and practices of money management and control
- Loss prevention methods and techniques
- Organization and use of records
- Letter, memorandum, and report formats
- Principles of supervision and training
- Uses and capabilities of computer equipment, systems and software used in the management of retail operations

Ability to:

- Supervise assigned bookstore operations and ancillary operations
- Implement and enforce bookstore policies and procedures
- Analyze situations and take effective action
- Gather, compile and analyze financial data and resolve discrepancies
- Schedule and supervise the work of others
- Effectively utilize computer equipment and software in the performance of duties
- Train others in the functions, rules, practices, and procedures of the assigned operations
- Give clear and concise instructions
- Effectively communicate orally and in writing
- Maintain accurate records
- Work effectively and cooperatively with District personnel, vendors, students, and the public
- Learn specialized computer applications

ENTRANCE QUALIFICATIONS

Education and Experience:

- A. An associate's degree or its equivalent from a recognized college or university preferably with coursework in business management, merchandising, computer applications and office technologies (CAOT), merchandising, or business accounting **AND** two years of full-time paid general merchandise retail experience which included responsibility for ordering, sales, merchandising, inventory control, cash handling, and use of computer equipment. One year of the required experience must have been in a supervisory capacity. A successfully completed college-level course in supervision or management may substitute for the required one year in a supervisory capacity. Experience in a college or retail bookstore is desirable.

OR

- B. Graduation from high school or its equivalent **AND** three years of full-time paid general merchandise retail experience which included responsibility for ordering, sales, merchandising, inventory control, cash handling, and use of computer equipment. One year of the required experience must have been in a supervisory capacity. A successfully completed college-level course in supervision or management may substitute for the required one year in a supervisory capacity. College level course work in business management, merchandising, business accounting, and computer applications is desirable. Experience in a college or retail bookstore is desirable.

Special:

- A valid Class "C" California driver's license.
Access to an automobile.