

BOOKSTORE MANAGER

DEFINITION

Plans, directs, coordinates, and supervises the operations of a college bookstore.

TYPICAL DUTIES

Plans, organizes, and coordinates the day-to-day operations of a college bookstore.

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

Develops and implements work policies, methods, and procedures for all operations of a college bookstore.

Authorizes expenditures, reviews monthly financial statements, and assists accounting staff of the business office in maintaining effective fiscal controls over bookstore and other related operations.

Investigates, evaluates, and implements improvements, expansion, and termination of products and services available through a college bookstore.

Develops and implements internal controls to safeguard the assets of the bookstore including cash and inventories.

Resolves difficult problems regarding the ordering, receiving, shipping, and billing aspects of bookstore operations with publishers and vendors.

Interviews sales representatives regarding new or improved products, sales promotions, trade practices, and sales trends.

Prepares the annual budget of assigned operational areas and reviews and controls expenditures of funds.

Organizes and supervises annual and periodic inventories.

Institutes and maintains computer systems supporting sales, inventory, and general administrative functions in a bookstore and acts as the computer systems administrator.

Initiates and coordinates the requisitioning and acquisition of textbooks, school supplies, and related materials with the Office of Academic Affairs, department chairpersons, and instructors.

Orders or supervises the ordering of textbooks, school supplies, giftware, and sundries from publishers and vendors.

Determines space allocation for sales area, type of store fixtures, and design of display layouts.

Prepares and supervises the preparation of reports and correspondence relating to bookstore and associated operations.

Investigates consumer complaints and takes appropriate action.

Opens and secures assigned facilities daily.

Participates in all assigned activities during peak periods and in the absence of regularly assigned personnel.

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

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.

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.

SUPERVISION

General supervision is received from a Vice President, Administrative Services or a classified administrator or manager. Immediate supervision is exercised over assigned clerical and operational staff.

CLASS QUALIFICATIONS

Knowledge of:

- Principles of business management and organization
- 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
- Loss prevention methods and techniques
- Uses and capabilities of computer equipment, systems and software used in the management of retail operations
- Principles of supervision and training
- Letter, memorandum, and report formats
- Organization and management of records
- Principles and practices of money management and control

Ability to:

- Plan, organize, and direct the business activities of a bookstore and ancillary operations
- Formulate, implement, and administer operational policies, methods, and procedures
- Plan, assign, and supervise the work of others
- Train others in the functions, rules, practices, and procedures of the assigned operations
- Gather, compile, and analyze financial data and resolve discrepancies
- Analyze situations and take effective action

Ability to: (Cont.)

- Effectively utilize computer equipment and software in the performance of duties
- Effectively communicate orally and in writing
- Give clear and concise instructions
- Maintain accurate records
- Establish and maintain effective and cooperative working relationships 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, computer applications and office technologies (CAOT), merchandising, or business accounting **AND** two years of full-time paid supervisory experience in a general merchandise retail business which included responsibility for ordering, sales, merchandising, inventory control, cash handling, and use of computer equipment. Experience in a college or retail bookstore is desirable. A bachelor's degree from a recognized four-year college or university with a major in business administration is desirable.

OR

- B. Graduation from high school or its equivalent **AND** four 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. Two years of the required experience must have been in a supervisory capacity. College level coursework in business management, computer applications and office technologies (CAOT), merchandising, or business accounting is desirable. Experience in a college or retail bookstore is desirable. A bachelor's degree from a recognized four-year college or university with a major in business administration is desirable.

Special:

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