



Cañada College ♦ College of San Mateo ♦ Skyline College

## GENERIC POSITION DESCRIPTION

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### **BOOKSTORE MANAGER**

A Classified Supervisory Position (Exempt)  
Grade 189E – Salary Schedule 35

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#### **A. General Statement**

Reporting to the Vice Chancellor of Auxiliary Services & Enterprise Operations, the Bookstore Manager performs professional work involved with the planning, implementation and evaluation of retail operations for a college bookstore. Under direction, the employee confers with management staff and other staff, students, vendors, publishers, and other representatives regarding merchandise resources and availability, budgeting, profit/loss, stock and inventory and other matters. Public contact is extensive and includes students, staff, vendors and others for the exchange of policy and procedural information. A high degree of independent judgment and creativity is required to interpret and apply regulations to the resolution of a variety of minor and occasional major problems that occur. Consequences of errors in judgment could be costly in employee time, property, public relations and money. The Bookstore Manager supervises the work of Bookstore staff and student assistants as assigned.

#### **B. Duties & Responsibilities**

The duties below are representative of the duties of the classification and are not intended to cover all of the duties performed by the incumbent(s) of any particular position. The omission of specific statements of duties does not exclude them from the position if the scope of work is similar, related, or a logical assignment to this classification.

1. Exchanges information with management and other staff, vendors, publishers, business representatives and others regarding short- and long-range Bookstore planning and timelines for improved customer services, acquisitions, publicity and staff/student communications, development of new publisher and vendor resources, reporting, and other retail activities
2. Confers with faculty, students, and other staff regarding merchandise availability, budget, resources, order timelines, returns, payments, credits, exchanges, buy-backs, inventory, shipping and receipt of items
3. Meets with bookstore supervisory staff to plan short- and long-range strategies
4. Trains, supervises and evaluates the work of staff
5. Plans and recommends changes to staffing as required
6. Manage ancillary operations that fall under the bookstore organization including but not limited to coffee shop, convenience store and printing operations
7. Assists with the preparation of annual bookstore budget and with the implementation of bookstore operational plans to achieve profit and growth goals; continually monitors expenditures

8. Confers with faculty and staff to identify textbooks and materials to be purchased, problems with textbook shortages, substitutions and edition changes
9. Confers with staff, students, and public concerning current and potential stock, orders, and book lists; maintains effective public relations with Bookstore clientele
10. Responds to and resolves inquiries and complaints
11. Assists customers with selection and purchase of general merchandise and books
12. Resolves customer issues and complaints to ensure customer satisfaction
13. Assists in developing operation strategies to address customer feedback and survey results
14. Analyzes past sales histories to determine quantity of merchandise to purchase, discount, increase or discontinue
15. Directs semester opening and close-out procedures, as well as buy-back special sales and promotions, publicity
16. Assists in the coordination, supervision, and execution of store-wide physical inventories
17. Sets up and monitors budget resources, income and expenditures
18. Uses spreadsheets and a variety of computer software to track costs, trends, merchandise availability and inventory, profit and loss statistics and other data
19. Researches, compiles data for, and prepares financial, statistical and other data for special and regular reports
20. Plans, directs, coordinates and participates in the enhancement of customer services such as implementation of effective customer relations, design, display and presentation of sale items
21. Customer satisfaction and promotional activities, and other operations
22. Confers with information systems department staff, vendors, business representatives and contractors regarding computer merchandise selection, product services, installation and repair, stock and inventory
23. Plans and supervises computer fairs and demonstrations
24. attends workshops and other events to obtain most current information on computer software and hardware sales trends, pricing and services
25. Compiles statistical and other data for a variety of reports as assigned
26. Researches, formulates and recommends new or upgraded bookstore policies and/or procedures
27. Remains current on changes within the regulatory, economic and competitive environment which may affect the operation of the bookstore
28. Performs other related duties as assigned

### **C. Requirements**

1. Bachelor's degree in business administration or a closely related field
2. Successful bookstore or similar retail work experience of increasing responsibility, including retail operations planning, implementation, and evaluation
3. Extensive public contact experience with demonstrated skill in respectful and sensitive communication with people who are diverse in their cultures, language groups, and abilities
4. Skill in budgeting development and analysis
5. Working knowledge of computer software and hardware products, repairs, demonstration fairs (or similar event planning and implementation) and services
6. Skill in the use of a variety of software to research, monitor, format, and report on a variety of data, including retail purchasing, inventory and documentation of merchandise,
7. Experience with cashiering
8. Demonstrated skills in written and oral communication, including public speaking
9. Skill directing the work of others
10. Demonstrated skills in effective customer service

OR

An equivalent combination of education and experience

**D. Physical/Other Requirements**

This classification requires comparison, visual comparison, attention to details, good memory, ability to work under deadline pressure, moving moderate to heavy objects, oral and written communication, pushing, pulling, bending, stooping, reaching; data analysis and overhead, patience and tact in order to perform the essential functions.

**E. Knowledge, Skills & Abilities**

1. Knowledge of retail sales techniques, including buying, ordering, shipping/receipt, stocking and inventory of books and other merchandise
2. Skill in respectful, sensitive communication with people at various levels within an organization who are diverse in their cultures, language groups and abilities
3. Skill in detailed online data tracking and record keeping
4. Skill in creating and directing a customer service team
5. Skill in oral communication, including giving clear and concise instructions
6. Skill in written communication
7. Skill in analyzing financial and other complex data to draw conclusions

(3/2015)