



Cañada College ♦ College of San Mateo ♦ Skyline College

## GENERIC POSITION DESCRIPTION

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### **BOOKSTORE OPERATIONS ASSISTANT (COPY CENTER)**

A Classified Position  
Grade 22 – Salary Schedule 60

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

This position involves the operation of reprographic and peripheral equipment for a college copy center, as well as planning, purchasing, merchandising, selling and inventory of textbooks, supplies, general merchandise including coffee and convenience items and other items for a college bookstore. Under direct supervision, the employee confers with other staff, faculty, students, vendors, publishers, and other representatives regarding order requests, merchandising resources and availability, purchasing timelines, costs, stock and inventory, discounts, and other matters. A moderate degree of independent judgment and creativity is required to interpret procedures and apply regulations to the resolution of a variety of minor problems that occur. Public contact is extensive, primarily involving staff, mail services and other vendors for the purpose of exchanging procedural information related to shipping, receipt, pricing, timelines and purchasing resources. A Bookstore Operations Assistant is cross trained and will be able to work in all areas of the bookstore. A Bookstore Operations Assistant can direct the work of 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 staff, students, vendors, publishers, business representatives and others regarding a variety of options available to meet requests for print services, cost estimates and delivery, timelines and other related matters and regarding textbook and merchandise availability, resources, order timelines, returns, payments, credits, exchanges, buy-backs, inventory, shipping and receipt of items
2. Confers with lead staff and requestors regarding print quality and options for appropriate product output
3. Operates reprographic and peripheral equipment, makes minor repairs to equipment and peripherals as needed, and contacts repair services for major repairs
4. Attends meetings and workshops to obtain current reprographic and related information
5. Maintains high quality customer service by welcoming and connecting with customers, discovering customer needs and appropriately suggesting products to enhance service and meet goals, responding to customer needs, and thanking customers
6. Estimates reprographic project costs and timelines to meet deadlines, in conjunction with other staff

7. Prepares print lay-outs using computer equipment, including the selection of format, graphics, colors, paper, binding, finishes, and the use of appropriate equipment and methods
8. Maintains a high degree of confidentiality pertaining to materials (student exams, personal, confidential information, etc.)
9. Maintains inventory for merchandise, as well as supplies and equipment, and in conjunction with other staff orders new merchandise, supplies and equipment as needed
10. Tracks purchases and other budget expenditures as assigned
11. Uses proper safety procedures to dispose of toxic chemicals related to reprographics
12. Assists customers in the selection, ordering, purchase, payment, and return of merchandise
13. Shelves merchandise in special and regular displays
14. Operates a cash register to collect customer payments, make change, process refunds and other transactions
15. Directs the work of student assistants
16. Uses a computer database and a variety of computer software to compose and prepare routine correspondence, setup and maintain online records, data, and documentation and to prepare reports as assigned
17. Receives, logs, prices, stocks, and stores incoming textbooks, equipment and supplies, general merchandise, coffee and convenience items, including the maintenance of required documentation
18. Meets with bookstore supervisory staff to plan short- and long-range strategies and timelines for improved customer services, acquisitions, publicity and staff/student communications, development of new publisher and vendor resources, reporting, and other retail activities
19. Participates in semester opening and close-out procedures in conjunction with supervisory and other staff, including textbook buy-back, special sales and promotions, publicity and other activities in conjunction with supervisory and other staff
20. Reviews past sales histories to determine quantity of textbooks and other items to purchase, discount, increase or discontinue, in conjunction with other staff, makes recommendations to supervisory staff regarding modifications to stock and supply purchases
21. Works as part of an effective customer service team which communicates openly and effectively to ensure coordination, cooperation, and to identify and solve problems
22. Performs other related duties as assigned

### **C. Requirements**

1. Graduation from high school and college courses in business administration or a closely related field
2. State of California Serve Safe certification may be required for this position
3. Successful work experience in a retail operation
4. Extensive public contact experience with people of diverse cultures, language groups and abilities
5. Experience with inventory, ordering, and documentation of merchandise
6. Experience with cashiering
7. Experience with the use of a variety of computer software to compose and prepare correspondence, reports, presentations, and other written materials
8. Experience with research and compiling data for, formatting, and preparing statistical, financial and other reports
9. Demonstrated skill in multi-tasking, prioritizing workloads, and working independently
10. Demonstrated skill in working as part of a customer service team

OR

An equivalent combination of education and experience

### **D. Physical/Other Requirements**

This classification requires data analysis and comparison, visual comparison, attention to details, good memory, ability to work under deadline pressure, moving moderate to heavy objects, oral and written

communication; flexibility and adaptability; pushing, pulling, bending, stooping, reaching overhead, patience and tact in order to perform the essential functions. The ability to lift up to 50 pounds is required.

**E. Knowledge, Skills & Abilities**

1. Knowledge of and skill in the operation of reprographic equipment and peripherals and the processes that are commonly used for various projects
2. Skill in multi-tasking and workload prioritizing under deadline pressure to maximize efficiency of customer service
3. Skill in use of the Microsoft Office Suite and web-based content management systems
4. Skill in respectful, tactful and sensitive interaction with people who are diverse in their cultures, language groups and abilities
5. Knowledge of the procedures used to estimate project costs and timelines
6. Skill in preparing original layouts from rough draft and from general ideas using specialized software and equipment
7. Skill in multi-tasking and in prioritizing workloads to maximize efficiency of customer service
8. Skill in oral communication, including public speaking
9. Skill in written communication
10. Skill in organizing data, setting up, tracking and maintaining data in electronic and manual files
11. Ability to coordinate, anticipate, and resolve workload issues and problems
12. Ability to work effectively as part of a customer service team
13. Ability to project a professional image by dress, demeanor and office environment
14. Ability to be flexible and open to new ideas and changes based on retail objectives

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