



Cañada College ♦ College of San Mateo ♦ Skyline College

GENERIC POSITION DESCRIPTION

BOOKSTORE OPERATIONS ASSISTANT (COFFEE CONCESSIONS)

A Classified Position
Grade 22 – Salary Schedule 60

A. General Statement

This is complex clerical work involved in the 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. Public contact is extensive and includes students, staff, vendors and others for the exchange of policy and procedural information. 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. 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. Consequences of errors in judgment could be costly in employee time, public relations and in money.

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 policy and procedural information with staff, students, vendors, publishers, business representatives and others; confers with faculty, students, and other staff regarding textbook and merchandise availability, resources, order timelines, returns, payments, credits, exchanges, buy-backs, inventory, shipping and receipt of items
2. 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
3. Provides quality beverages, according to specified standards, consistently for all customers
4. Follows health, safety and sanitation guidelines for all products and maintains quality store operations
5. Performs cleaning tasks in accordance with District standards and guidelines
6. Contributes to store profitability by following cash handling procedures and cash register policies, following inventory stocking and accountability guidelines, contributing to store goals for increasing sales and improving profitability, and acting as an integral part of the overall bookstore team

7. Adheres to approved budget guidelines and obtains approval from the store manager for all non-budgeted expenses
8. Takes responsibility to learn all aspects of the barista position and for self-initiated learning
9. Assists in cross training and directing student employees in the coffee concession
10. Takes responsibility to open and close the bookstore at the direction of the store manager
11. Works quickly and efficiently in a high paced, fast environment
12. Shelves merchandise in special and regular displays
13. Operates a cash register to collect customer payments, make change, process refunds and other transactions
14. 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
15. Receives, logs, prices, stocks, and stores incoming textbooks, equipment and supplies, general merchandise, coffee and convenience items, including the maintenance of required documentation
16. 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
17. Participates in semester opening and closeout 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
18. In conjunction with other staff, reviews past sales histories to determine quantity of textbooks and other items to purchase, discount, increase or discontinue and makes recommendations regarding modifications to stock and supply purchases
19. Works as part of an effective customer service team which communicates openly and effectively to ensure coordination, cooperation, and to identify and solve problems
20. 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 a barista and of retail sales techniques, including buying, ordering, shipping/receipt, stocking and inventory of books and other merchandise
2. Skill in use of the Microsoft Office Suite and web-based content management systems
3. Skill in respectful, tactful and sensitive interaction with people who are diverse in their cultures, language groups and abilities
4. Knowledge of the procedures used to estimate project costs and timelines
5. Skill in preparing original layouts from rough draft and from general ideas using specialized software and equipment
6. Skill in multi-tasking and in prioritizing workloads to maximize efficiency of customer service
7. Skill in oral communication, including public speaking
8. Skill in written communication
9. Skill in organizing data, setting up, tracking and maintaining data in electronic and manual files
10. Ability to coordinate, anticipate, and resolve workload issues and problems
11. Ability to work effectively as part of a customer service team
12. Ability to project a professional image by dress, demeanor and office environment
13. Ability to be flexible and open to new ideas and changes based on retail objectives

(2/2015)