



TITLE	CLASSIFICATION	SALARY GRADE/ASSIGNMENT
BOOKSTORE CLERK	CLASSIFIED	GRADE I MONTHS:
BOARD POLICY REFERENCE: 2006/2007 CLASSIFICATION REVIEW		Board Approved: 06/07

**JOB DESCRIPTION:**

Under general supervision, perform a variety of shipping/receiving, pricing, coordinates stocking and other retail sales activities for college bookstores(s) and other location(s); maintains the accuracy of inventory in assigned categories; process and distribute documentation with purchase orders; operate a computer and/or cash register; perform customer services such as buybacks, refunds, charges, selling and other customer assistance; and perform related work as required.

**SCOPE:**

The Bookstore Clerk performs a variety of retail sales activities and specialized technical duties for various college locations; may open or close bookstore; may supervise the work of student assistants.

**KEY DUTIES AND RESPONSIBILITIES:**

*Examples of key duties are interpreted as being descriptive and not restrictive in nature.*

1. Receives and inspects merchandise and reconciles with purchase orders; returns canceled and damaged items to vendors; contacts vendors to determine status of delinquent orders as appropriate.
2. Tracks shipments, deliveries and orders; consolidates and prepares invoices and purchase orders for billing in a timely manner. Reconciles and balances shipments to purchase orders and invoices in Bookstore Textbook System. Electronically transmits invoice information to Accounts Payable.
3. Prices merchandise according to Bookstore's pricing policy; directs pricing by student assistants and temporary employees.
4. Processes and distributes documentation with purchase orders; reports, documents and tracks damages and discrepancies on orders received.
5. Performs retail sales activities (i.e., sales, buybacks, refunds); processes cash, credit and debit card transactions and special program purchases.
6. Resolves cash register, ATM and credit card problems; replenishes cash at registers from the safe.
7. Assists students, faculty, and other customers to locate books, supplies and related materials; maintains current knowledge of courses and syllabi.
8. Assists supervisor or Bookstore Purchasing Specialist to order adequate merchandise and supplies; serves as a liaison to vendors.
9. Facilitates merchandise deliveries to various locations.
10. Opens or closes Bookstore in accordance with detailed procedures.
11. Maintains the storeroom and front Bookstore service area in a neat and orderly manner.
12. Maintains bookstore departments as assigned; ensures orderliness and cleanliness of inventory.
13. Organizes store inventory; maintains accuracy of inventory; updates and maintains computer database of store inventory.

**DUTIES AND RESPONSIBILITIES (Continued):**

14. Ships cancelled and unsold books back to publisher as appropriate.
15. Organizes and maintains Textbook Reserve System and On-line textbook ordering system.
16. Coordinates all syllabi to determine order quantities, printing, delivery, pricing and inventory through Bookstore Text-Aid System.
17. Works with faculty to inform them of problems with textbooks or syllabi.
18. Maintains Bookstore Text-Aid system hardware at both stores, troubleshoots and resolves hardware and network related problems. Works with vendors to resolve hardware operating system issues.
19. Orders necessary office supplies and maintains accurate inventory of store/office supplies.
20. Updates purchase order information using the Bookstore System. Adds, edits, deletes publisher returns using the Bookstore System. Sets up, processes and ships wholesale books through Bookstore System.
21. Responsible to inventory, order and pick up bus passes from the City of Santa Rosa, Sonoma County and private transportation entities.
22. Tracks shipments using UPS Online Worldship Software.
23. Supervises and trains student assistants and short-term non-continuing employees.

**EMPLOYMENT STANDARDS**

**ABILITY TO:**

Perform complex technical and clerical duties related to purchasing supplies and materials; read, write and perform mathematical calculations at a college level; meet with the public tactfully and courteously; follow oral and written instructions; operate a typewriter, computer, cash register and calculator; perform physical labor including the ability to lift and carry large amounts of books by hand or with use of equipment; operate hand trucks, dollies, weight scales, postage machines, pallet jacks and hand tools; maintain cooperative working relationships; demonstrate sensitivity to, and respect for, a diverse population.

**KNOWLEDGE OF:**

Retail sales procedures; shipping and receiving procedures; inventory procedures; methods of invoicing, including discounts and taxes.

**MINIMUM QUALIFICATIONS:**

*Candidates/incumbents must meet the minimum qualifications as detailed below, or file for equivalency. Equivalency decisions are made on the basis of a combination of education and experience that would likely provide the required knowledge and abilities. If requesting consideration on the basis of equivalency, an Equivalency Application is required at the time of interest in a position (equivalency decisions are made by Human Resources, in coordination with the department where the vacancy exists, if needed.)*

**EMPLOYMENT STANDARDS (Continued):**

*Education:*

High school graduation.

*Experience:*

Two years experience in retail and/or shipping/receiving environment, preferably recent retail receiving experience. Previous bookstore experience preferred.

**LICENSE OR CERTIFICATE:**

This classification requires the use of a personal or District vehicle while conducting District business. Must possess a valid (Class C) California driver's license and acceptable driving record.

**SPECIAL REQUIREMENTS:**

Must be able to perform physical activities, such as, but not limited to, lifting heavy items (up to 50 lbs. unassisted), bending, standing, climbing or walking.