

# Santa Rosa Junior College



TITLE	CLASSIFICATION	SALARY RANGE/ASSIGNMENT
Manager, Bookstore/Petaluma Campus	Management Team Supervisory	Range: 10.0 Days: 224

## **JOB DESCRIPTION:**

Under limited supervision of the Director, Bookstore or the Assistant Director, Bookstore, plan, organize, implement and supervise the functions of the Bookstore at the Petaluma Campus. Oversee and participate in the activities involved in purchasing, merchandising, hiring, staffing, payroll control, inventory and budget control; serve as liaison with management and employees at the Santa Rosa Campus Bookstore in problem solving and customer relations; serve as liaison with Vice President/Executive Dean, Petaluma Campus to ensure adherence to Petaluma Campus policies and procedures, and perform related work as required.

## **SCOPE:**

The Manager, Bookstore/Petaluma Campus oversees day-to-day retail operation of the Petaluma Campus Bookstore, ensuring that all text procedures are adhered to, all non-book purchases are authorized, including properly scheduling staff to meet needs of store, resolving customer service issues and performing related work as required. Reviews, evaluates and coordinates new procedures and services to be offered; collaborates with Santa Rosa Campus Bookstore management and Vice President/Executive Dean, Petaluma Campus regarding changes and improvements to Bookstore policies and procedures. (Although this position is based at the Petaluma campus, it is not limited strictly to the Petaluma campus and may require time at the Santa Rosa campus and/or future satellite locations.)

## **KEY DUTIES AND RESPONSIBILITIES:**

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

1. Supervises the collection, processing and dissemination of data related to Bookstore purchases and sales to customers, ensures implementation of Bookstore policy and procedures in coordination with the Bookstore at the Santa Rosa Campus.
2. Writes master Personnel Action Forms (PAF) and develops and monitors annual Short-Term Non-Continuing (STNC) and student employee payroll budget for the Bookstore.
3. Purchases non-book items for Bookstore to optimize sales margin and maintain accurate months-of-inventory in Point-Of-Sale (POS) system.
4. Generates computerized purchase orders and store supply orders; oversees the maintenance and repair of office equipment.
5. Provides training to Bookstore staff on all computer systems and POS system in store. Offers technical assistance for software applications, computers and peripheral equipment.
6. Organizes physical inventory of all merchandise annually with RGIS Inventory System. Reconciles physical inventory with POS inventory at the Stock-Keeping-Unit (SKU) level.
7. Hires, trains, evaluates, and schedules employees within assigned department or area.

## **MANAGER, BOOKSTORE/PETALUMA CAMPUS**

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8. Gathers, analyzes and maintains data and statistical information to evaluate buying trends and to identify long- and short-term goals to meet the future needs of students.
9. Serves as a liaison for students with other campus departments.
10. Supervises textbook ordering procedures, verifications, data integrity within the Bookstore computer systems including, but not limited to, reviewing and auditing book ordering data of courses for accuracy and completeness. Initiates changes in procedures, particularly computer systems, as needed.
11. Performs outreach services and special services for students at off campus locations; participates in District and community sponsored events to promote the Bookstore's programs and services.
12. Prepares and maintains specialized statistical reports as requested.
13. Monitors and maintains proper level of office supplies for the Bookstore.
14. Maintains and oversees internal control of cash handling procedures to ensure minimum exposure for error or misappropriation.
15. Supervises student employees and short-term, non-continuing employees at the Petaluma Campus.
16. Supervises the usage of the store Financial Aid system, including customer service, training of staff, and applicable data entry and reporting.
17. Opens and closes the store as needed.
18. Performs other duties as assigned.

### **KNOWLEDGE OF:**

1. Modern office methods and equipment including computerized and manual records systems.
2. Proper telephone techniques.
3. Proper English usage, spelling, vocabulary and grammar; composing letters and reports.
4. Procedures for purchasing product for sale in the Bookstore.
5. Inventory management.
6. Retail sales procedures.
7. Basic accounting principles.
8. Principles and methods of supervision and training.
9. Equal Opportunity Employment, hiring, and evaluation procedures; local, state, and federal employment regulations.

### **ABILITY TO:**

1. Perform complex evaluation, data integrity and records maintenance duties.
2. Supervise, evaluate and direct the work of other Classified staff in the area; supervise student assistants and short-term, non-continuing employees.

## **MANAGER, BOOKSTORE/PETALUMA CAMPUS**

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3. Apply basic accounting principles for budget development.
4. Interpret and apply the rules, regulations and policies of the Bookstore.
5. Analyze situations accurately and adopt an effective course of action.
6. Operate a personal computer and understand all aspects of the Bookstore computer systems and enter data.
7. Maintain cooperative working relationships with faculty, staff, and Bookstore customers.
8. Demonstrate sensitivity to, and respect for, a diverse population.

### **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 an acceptable driving record.

### **QUALIFICATIONS:**

#### *Education:*

Earned Associate's degree.

#### *Experience:*

Progressively responsible bookstore experience. Experience in a college bookstore, and supervisory experience is preferred; or the equivalent combination of education and experience.

### **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.

### **SUPERVISION RECEIVED:**

The Manager, Bookstore/Petaluma Campus, reports to the Director, Bookstore or Assistant Director, Bookstore.

### **SUPERVISION EXERCISED:**

The Manager, Bookstore/Petaluma Campus, supervises classified staff, STNC's and student employees as assigned.

Board Approval: 06/10/08