

# Santa Rosa Junior College



TITLE	CLASSIFICATION	SALARY RANGE/ASSIGNMENT	
Assistant Director, Bookstore	Management Team Management	Range: 11.5	Days: 224

## **JOB DESCRIPTION:**

The Assistant Director, Bookstore is a classified management position responsible for assisting in the supervision of daily operations of the Bookstores at Santa Rosa and Petaluma.

## **SCOPE:**

Under the direction of the Director, Bookstore, responsible for the daily (11:00 a.m. to 7:30 p.m.) operation of the college bookstore including planning, organizing, coordinating and monitoring sales floor activities; shipping and receiving, textbook and general merchandise purchasing, pricing, merchandising, inventory control and accounting functions; training, supervising and evaluating assigned bookstore staff, assisting the Director with annual budget and physical inventory; and directing the bookstore in the absence of the Director.

## **KEY DUTIES AND RESPONSIBILITIES:**

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

1. Assists the Director in overall management of the Bookstore, including specified hours as assigned for direct management of the Bookstore at either the Santa Rosa or Petaluma campus.
2. Supervises the store in the absence of the Director.
3. Supervises the Bookstore closing in accordance with established procedures.
4. Adheres to policies and procedures and upholds the standards of superior customer service.
5. Maximizes the growth of the store by assisting the Director in the development and implementation of Bookstore Cost Saving/Revenue Generating Programs.
6. Oversees independent bookstore computer systems to ensure proper integration of software programs.
7. Responsible for maintenance of all computer hardware and software that is not supported by SRJC Computer Services.
8. Trains and supervises employees in Bookstore operations.
9. Assists the Director in the review and appraisal process of classified personnel and student employees.
10. Assists the Director to develop, monitor and achieve financial goals.

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11. Assists the Director in proper buying decisions, develops an inventory control system and monitors data integrity in the systems.
12. Oversees scheduling and manages payroll budget of up to 90 employees at two campuses.
13. Assists with the control of the textbook timeline of adopting, making buying decision, purchasing, selling and returning of textbooks to ensure timeliness.
14. Establishes effective communications within the store, through department visits and formal weekly staff meetings.
15. Monitors adherence to company merchandising standards, general merchandise buying programs and trade programs.
16. Maintains positive, ongoing relationships with campus contacts with faculty, students and administration.
17. Maintains a clean, functional, visually appealing working environment.
18. Secures all bookstore assets including: phones, computers, bookstore materials and ensure they are used properly.
19. Secures all store inventory. Administers loss prevention program to minimize shrinkage.
20. Monitors all cash variances daily and reports variances to the Director.
21. Assists Director to develop marketing programs to increase sales and promote the bookstore as an integral part of the campus community.
22. Ensures that all non-book products delivered to the store are ordered and received into the inventory management program.
23. Ensures quality of scanning rates for data integrity in POS system.
24. Daily review of receiving area to foster receiving problem resolutions.
25. Maintains a clean workplace free of any safety problems.
26. Performs other duties as directed from Director.

### **KNOWLEDGE OF:**

1. Principles and practices of retail operations, cash management, business management and customer relations.
2. Merchandising techniques.
3. Physical inventory management and control.
4. Budget preparation and control.
5. Sources and suppliers of textbooks, trade and reference books, software and general merchandise.

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6. Principles and methods of supervision and training.
7. Oral and written communication skills.
8. Computer-based inventory management system and networking; assigned software including point-of-sale and textbook management systems.
9. Course book and general book operations.
10. Textbook buyback, returns, shipping methods and policies.
11. Correct English usage, grammar, spelling, punctuation and vocabulary.
12. Current technology and specifications of computers and software applications.
13. Opening and/or closing a retail operation.

### **ABILITY TO:**

1. Plan, organize, coordinate and communicate work direction to Bookstore personnel.
2. Supervise, schedule and evaluate the performance of assigned staff.
3. Review and analyze department budgets and financial records.
4. Demonstrate interpersonal skills using tact, patience and courtesy.
5. Administer operational policies and procedures.
6. Learn State, Federal and local laws and regulations related to the Bookstore operation.
7. Quickly learn the campus organization and applicable operations, policies and procedures.
8. Understand and operate a computer network in a retail environment and other office equipment.
9. Work independently with little direction.
10. Meet schedules and time lines.
11. Maintain records and prepare clear comprehensive reports.
12. Ability to perform effectively in a fast paced environment.

### **QUALIFICATIONS:**

*A combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

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### *Education:*

College coursework in business administration or related field. Earned Associate's degree is required, Bachelor's degree desirable, and

### *Experience:*

1. Demonstrated increasingly responsible business management experience, retail management experience preferred, including years of experience in a supervisory capacity; or the equivalent combination of education and experience.

### *Preferred Qualification:*

2. College bookstore experience, POS System and text experience are highly desirable.

### **SUPERVISION RECEIVED:**

The Assistant Director, Bookstore reports to the Director, Bookstore.

### **SUPERVISION EXERCISED:**

The Assistant Director, Bookstore is responsible for the daily operation of the Bookstore at both locations, oversee scheduling of up to 90 employees and assists the Director in the training and supervision of Bookstore staff.

Board Approved: 03/14/06