

Job Description

Title: Bookstore Operations Specialist
CBA Position: KCSS
Department: Bookstore
Reporting Manager: Bookstore Manager
Direct Reports: No
FLSA: Non-Exempt
Expected Hours of Work: 40

Salary Band: B23
Band Range: \$37,886.00 - \$53,238.00
FY19 Budget: \$42,000.00
Account Number:
ICCB Class:
KC Status (Class): Support Staff
POSD:

Job Summary:

Provide customer service to patrons in a retail environment while coordinating the day to day activities of the bookstore. Ensure bookstore inventory, security, and profitability.

Supervisory Responsibilities: May coordinate the work of student workers and daily bookstore operations.

Minimum Qualifications/Basic Job Requirements:

- Associate's Degree
- 3-5 years of retail experience

Illustrative Examples of Essential Functions:

- Coordinate the day to day activities of the Bookstore; provide assistance, direction, and assist with training the Bookstore staff to ensure compliance with policies and procedures.
- Directly responsible for the buying, financial analysis, health, and growth of each general merchandise category (including meeting with vendors and attending trade shows to identify college market and national retail trends).
- Ensure inventory life cycle is completed accurately. This includes maintaining optimal store inventory levels as well as; accurate creation and processing of purchase orders, receiving documents, and invoices.
- Review inventory discrepancies and ensure the efficient and accurate completion of the annual inventory assessment.
- Execute sales floor merchandising, Ensure the floor is rotated, displays meet the highest standards, and all merchandised is zoned, folded, filled and otherwise properly faced and organized.
- Provide customer service to patrons, including ringing of sales, processes exchanges and returns; providing product information to customers and more.
- Daily cash count, journal entries and additional cash handling duties as needed.
- Monitor Bookstore for security purposes to prevent theft.
- Review work schedules to ensure shift coverage.
- Assist with student worker work assignments; review work assignments.
- Manage Bookstore website including but not limited to deployment, inventory updates, and product images.

- Manage Amazon seller site for order timeliness, returns, customer service inquiries, and maximum return on investment.
- Develop promotions and events to drive traffic to the Bookstore.
- Create portal announcements, event announcements, posters, social medial alerts, TV advertisements and more as needed.
- Maintain consistent clearance process and ensure maximum profitability on dated merchandise.
- Provide day to day oversight of Bookstore and additional administrative support to the Bookstore as assigned by the Manager.
- Perform other duties of a similar nature as directed.

Core Competencies/Knowledge, Skills, and Abilities:

- Possess strong organizational skills
- Ability to effectively manage multiple and competing priorities
- Demonstrate clear and effective written and verbal communication, customer service, and inter-personal skills
- Demonstrated the ability to Self-motivate and work independently
- Develop and maintain relationships with departments, students, staff and faculty
- Understanding of Microsoft Office Productivity Suite
- Understanding of basic computer operations and office equipment
- Demonstrate efficient keyboard and date entry accuracy and speed

Workload Summary:

(Special physical requirements necessary for performance of the job)

- Work is conducted in a busy retail environment with frequent interruptions
- Work is normally performed in an indoor setting; and this position requires reaching, standing, walking, repetitive motions for the appropriate maintenance of the Bookstore.
- This position requires activity that may require incumbent to lift 50lbs on occasion; 20lbs frequently, and 10lbs consistently.

Disclaimer:

Kishwaukee College is an Equal Employment Opportunity Employer and any reasonable and timely accommodations in compliance with the Americans with Disabilities Act will be made upon documented request by the employee.