CLASS TITLE: BOOKSTORE OPERATIONS ASSISTANT

BASIC FUNCTION:

Under the direction of the College Bookstore/Business Manager, assist in the operation of the College bookstore; operate the bookstore during evening hours and in the absence of the Bookstore Manager.

REPRESENTATIVE DUTIES:

Operate the bookstore during evening hours and in the absence of the Bookstore Manager.  
Order, stock, store, price and shelve a variety of bookstore supplies and merchandise according to established procedures; ship and receive supplies and merchandise as required.

Assist in planning, organizing and supervising bookstore operations; train and provide work direction to bookstore staff.

Communicate with vendors, other departments, outside organizations, students and staff to receive and provide information regarding bookstore operations.

Operate a computer terminal to generate and edit buy back forms; send lists to instructors; receive and input related information; prepare shelf cards and remove discontinued book and send to vendors.

Prepare and maintain a variety of records and reports related to bookstore activities including textbook lists, departmental requisitions, purchasing and inventory records.

Participate in bookstore operations; operate cash register and related machines and equipment; approve and endorse checks and refunds; receive credit card authorization.

Assist the College Bookstore Manager in the selection, training and supervision of bookstore employees; prepare work schedules as assigned.

Assist with special orders, approve invoices, checks and refunds requiring knowledge of bookstore operating policies and procedures; assist instructors with publisher information and book order status.

Provide customer service related to bookstore operations; assist in the processing of scholarships, federal rehabilitation forms, returned checks, bus passes and postage.

Perform related duties as assigned.

Established March 1998
BOOKSTORE OPERATIONS ASSISTANT (continued)

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:
Standard practices of buying, selling, storage and inventory procedures
General merchandising principles and practices
Basic accounting procedures
Bookstore operation and supervision
Record-keeping techniques
Oral and written communications skills
Interpersonal skills using tact, patience and courtesy

ABILITY TO:
Interpret and apply bookstore rules, regulations, policies and procedures
Maintain records and prepare reports
Operate a calculator, cash register, typewriter, check approval equipment and computer terminal
Communicate effectively both orally and in writing
Add, subtract, multiply and divide quickly and accurately
Understand and follow oral and written directions
Train and provide work direction to others
Plan and organize work
Establish and maintain cooperative and effective working relationships with others
Work independently with little direction

EDUCATION AND EXPERIENCE:

Any combination equivalent to: graduation from high school and three years of increasingly responsible purchasing or retail merchandising experience.

WORKING CONDITIONS:

ENVIRONMENT:
College bookstore environment
Working evening or variable hours

PHYSICAL ABILITIES:
Climbing step stools and ladders
Lifting heavy objects
Standing for extended periods of time
Reaching overhead and above shoulders to shelve books
Bending at the waist
Kneeling and crouching
Hearing and speaking to exchange information
Seeing to read small print and prices
Dexterity of hands and fingers to operate a computer terminal