

TITLE	CLASSIFICATION	SALARY RANGE
Manager, Bookstore, Petaluma	Management Team Classified Supervisor	15

SCOPE OF POSITION:

Under the direction of the Manager, Bookstore, Santa Rosa, organize and direct the day-to-day operations and functions of the Petaluma Bookstore; implement Bookstore goals and objectives, policies and procedures; train, supervise and evaluate the performance of assigned staff.

KEY DUTIES AND RESPONSIBILITIES:

Examples of key duties are interpreted as being descriptive and not restrictive in nature. Incumbents routinely perform approximately 80% of the duties below.

1. Oversee and participate in balancing cash registers, reconcile revenue with reports, prepare deposits, and perform physical count of vault contents; research and report discrepancies; track customer traffic and sales.
2. Provide individualized customer service on the sales floor and uphold District standards for quality customer service; resolve customer issues.
3. Train, supervise and evaluate the performance of assigned staff; interview and select employees and recommend transfers, reassignment, termination and disciplinary actions.
4. Open and close the Bookstore according to established procedures including initiating store activity on store server computer and allowing entry of staff.
5. Evaluate, forecast, plan and purchase non-textbook merchandise for the Petaluma location utilizing open-to-buy and sales reports and sales forecasting reports; prepare purchase orders utilizing assigned software systems; meet with sales representatives for purchase of merchandise.
6. Process invoices related to food and merchandise purchases; ensure accuracy in pricing, quantities, and SKUs for inventory reconciliation.
7. Provide marketing for the Bookstore merchandise including information regarding sales, buyback opportunities and other special events; create in-store designs, webpage images, pamphlets, social media posts, television screen signs, and e-mail messages to staff, faculty and customers; plan and implement merchandising plans for store interior and windows displays.
8. Process financial aid vouchers and department purchase orders for customers and departments by entering confidential data into computer program; maintain customer records related to financial aid assistance.
9. Assist the Manager with the daily operations of Santa Rosa Bookstore; serve as the Manager, Bookstore, Santa Rosa, in the absence of the Manager.
10. Ensure price continuity between the Point-of-Sale (POS) system and physical merchandise; operate a POS system; update POS software and firmware as needed.
11. Monitor customer rentals of Bookstore equipment or merchandise; communicate with customers regarding responsibilities related to rental materials; charge delinquent accounts for non-returned rental items; place holds on student accounts; reconcile non-returned items for inventory accuracy.
12. Provide technical expertise, information and assistance to the Director regarding assigned functions; assist in the formulation and development of policies, procedures and programs.

KEY DUTIES AND RESPONSIBILITIES – Continued

13. Direct the preparation and maintenance of narrative and statistical reports and records related to staff and assigned activities; prepare the program review report; create, analyze and publish data related to sales and rentals, staffing levels, expenditures, donations and other information related to assigned activities.
14. Communicate with faculty, staff, students and external organizations to coordinate activities and programs, resolve issues and exchange information; communicate with external organizations to discuss matters related to area of responsibility.
15. Develop and prepare the budget for the Petaluma Bookstore; analyze and review budgetary and financial data; authorize expenditures in accordance with established limitations.

KNOWLEDGE OF:

1. Retail management and operational practices.
2. Textbook industry and bookstore operations.
3. Merchandising and marketing techniques.
4. Physical inventory management and control.
5. Sources and suppliers of Bookstore merchandise.
6. Proper food and beverage storage and stock rotation.
7. Quality customer service skills.
8. Budget preparation and control.
9. Oral and written communication skills.
10. Principles and practices of administration, supervision and training.
11. Applicable laws, codes, regulations, policies and procedures.
12. Interpersonal skills using tact, patience and courtesy.

ABILITY TO:

1. Operate a POS cash register system.
2. Provide quality customer service.
3. Train, supervise and evaluate the performance of assigned staff.
4. Communicate effectively both orally and in writing.
5. Interpret, apply and explain rules, regulations, policies and procedures.
6. Establish and maintain cooperative and effective working relationships with others.
7. Operate a computer and assigned office equipment.
8. Analyze situations accurately and adopt an effective course of action.
9. Meet schedules and time lines.
10. Work independently with little direction.
11. Direct the maintenance of a variety of reports, records and files related to assigned activities.
12. Demonstrate sensitivity to, and respect for, a diverse population.

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 the supervising administrators, in coordination with the department where the vacancy exists, if needed.)

EDUCATION:

Associate's degree.

EXPERIENCE:

Increasingly responsible retail experience.