

Seward County Community College
Structured Compensation - Job Description
Director of the Bookstore

Data Year: 2018

Prepared On: 04/16/2019

Department:	Bookstore	Grade:	13
Reports To:	VP of Finance & Operations	Classification:	Exempt
Supervises Direct:	2	Supervises Indirect:	0
Approved By:	Dennis Sander, JL Lyddon	Effective Date:	06/03/2019
		Revised Date:	04/15/2019

Role:

Responsible for overseeing all functions of the college bookstore, including, but not limited to: operational and administrative supervision, budgets, financial goals, information systems, customer service, and policy. Responsibilities also include the purchase of course materials, trade books, supplies, apparel, equipment, advertising and maintenance of sales and inventory records; and employment and supervision of sales staff. Provides leadership, long-range planning, policy development and guidance, sales and returns, and cash management.

Essential Functions & Responsibilities:

- | | | |
|---|-----|---|
| E | 15% | Manages bookstore accounting functions |
| E | 15% | Purchase and coordinate textbook, trade book, insignia supplies and apparel. |
| N | 10% | Ensure high level of customer service. |
| E | 10% | Maintain inventory controls. |
| E | 10% | Maintain an efficient flow of duties by evaluating bookstore procedures, initiate policy and procedure changes, direct operations to prepare and retain records, file and report in accordance with accounting standards; initiate cost reduction programs; and coordinate all bookstore activities with other campus departments and events. |
| E | 10% | Supervise employees engaged in sales work, taking of inventories, reconciling cash with sales receipts, operating records and preparing end-of-day transactions and reports. |
| E | 5% | Oversee and insure computer operations, POS functions, and program updates. |
| E | 5% | Confer with college faculty as necessary to project textbook and supply order requirements. |
| E | 5% | Conduct annual performance evaluations and recommend disciplinary action within college policy and state regulations. |
| N | 5% | Attend state, regional, and national college bookstore meetings, seminars, training, etc. to keep apprised of bookstore trends. |
| N | 5% | Provide retail floor support. |
| N | 5% | Perform all other duties as assigned. |

Performance Measurements:

1. To ensure accounting functions be maintained with integrity and a high level of accuracy.

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2. Direct, plan, and control the day-to-day operational functions of the college store, including direct supervision of non-retailing functions, such as cashiers, student workers, other bookstore staff, and shipping/receiving.
3. Responsible for the management of both the coursebook and general book areas with financial and budgetary responsibilities, works with faculty in securing coursebook information, orders inventory control, returns, buybacks, textbook rentals, ensuring that all required and recommended coursebooks are available when needed. Also responsible for merchandising, ordering, returning, staffing, and customers service of course materials and general book areas.
4. Maintains proper accounts with regard to sales, inventories, expenses, supervises payment of invoices, accounts receivable for departments, and daily cash intake.
5. Responsible for buying and managing insignia inventory, and overseeing the purchase of supplies for the bookstore.
6. To ensure retail processes function smoothly and that excellent customer service is maintained as a priority.
7. To ensure performance reviews are complete within two weeks of the due date.
8. To be present at peak periods such as rush hours, textbook buy-back, rental returns, and end-of-year store inventory.
9. To maintain a professional, but inviting work environment at all times.
10. To be visible at campus events (at least 2-3 events a year).
11. Attend education/tradeshows events to keep apprised of current bookstore events and to keep the stores collegiate inventory current.

Knowledge and Skills:

Experience	Two to five years of similar or related experience. Experience in college retail is strongly preferred. Coursework in accounting, marketing, finance, retail, and small business beneficial.
Education	A Bachelor's degree.
Interpersonal Skills	A significant level of trust and diplomacy is required, in addition to normal courtesy and tact. Work involves extensive personal contact with others and/or can be of a personal or sensitive nature. Work may involve motivating or influencing others. Outside contacts become important and fostering sound relationships with other entities (companies and/or individuals) becomes necessary and often requires the ability to influence and/or sell ideas or services to others.
Other Skills	Knowledge of: Retail accounting functions, including moving average inventory. Point-of-sale system (such as WinPrism). Cash registers functions and back office programs. Web design programs.

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Principles and processes for providing excellent customer service, selling products and/or services.

Skills in:

Diplomatic, and courteous manners.

Showing respect for different backgrounds, lifestyles, viewpoints, ethnicity, race, gender, creed, and sexual orientation.

Promoting cooperation and welcoming environment for all.

Working to understand the perspectives brought by all individuals.

Be flexible, open, and receptive to new ideas and approaches.

Adapting to changing priorities, situations, and demands.

Handling multiple task and priorities.

Modifying one's preferred way of doing things.

Demonstrating the ability to express thoughts clearly, both orally and in writing.

Demonstrating effective listening skills.

Sharing knowledge and information.

Asking questions and offers input for positive results.

Is approachable/ accessible to others.

Reaches out to be helpful in a timely and responsive manner.

Strives to satisfy one's external and/or internal customers.

Effective use of computer equipment and software.

Understand written work related documents.

Ability to:

Demonstrate accountability in all work responsibilities.

Exercise sound and ethical judgement when acting on behalf of the college.

Exercise appropriate confidentiality in all aspects or work.

Show commitment to work and to consequences of own actions.

Enhance personal knowledge, skills, and abilities.

Anticipate and adapt to technological advances as needed.

Seek opportunities for continuous learning.

Multi-task.

Remain calm in stressful situations.

Keep accurate retail and student records.

Seek and act upon performance feedback.

Show initiative, anticipate needs and take action.

Demonstrate innovation, creativity and informed risk-taking.

Engage in problem-solving; suggest ways to improve performance and be more efficient.

Strive to achieve individuals, unit, and college goals.

Physical
Requirements

Physical requirements are based on an 8 hour work day and may vary slightly.

Sitting for a period of 3 hours at one time with a total of 4 hours

Standing for a period of 1 hours at one time with a total of 2 hours

Walking for a period of 1 hours at one time with a total of 2 hours

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Lifting up to 20 lbs. frequently and up to 100 lbs. occasionally
Carrying up to 10 lbs. frequently and up to 100 lbs. occasionally
Repetitive Action: use of right and left hand for simple grasping, fine manipulation, and pushing and pulling
Bending frequently, squatting, crawling, climbing, and reaching above shoulder level occasionally
Keyboarding 5-6 hours daily
Exposure to unprotected heights while using a two foot ladder for higher shelving occasionally
Exposure to dust occasionally
Driving a vehicle occasionally

Work Environment A combination of office and store environment. Requires travel twice a year: once for Regional meetings in the Fall (three to four overnight stays) and once for a national meeting in the Spring (five to six overnight stays).

Disclaimer:

This job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities required of the employee, and at no time does the job description constitute a contract. The college may exercise its employment-at-will rights at any time.

This Job Description is not a complete statement of all duties and responsibilities comprising the position.

Printed Employee Name

Date

Employee Signature