

**Seward County Community College**  
**Structured Compensation - Job Description**  
**Assistant Director Bookstore**

Data Year: 2017

Prepared On: 11/10/2017

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Department:	Bookstore	Grade:	10
Reports To:	Bookstore Director	Classification:	Non-Exempt
Supervises Direct:	0	Supervises Indirect:	5
Approved By:	JL Lyddon, D Sander	Effective Date:	09/09/2015
		Revised Date:	09/09/2015

**Role:**

Assists the bookstore director the overall operations of the store. Provide customer service, inventory management, stocks supplies for resale, merchandising of supplies, researches best pricing for all orders, including special orders. Assumes responsibilities in store operations in the absence of the director. Budgetary responsibilities include purchase of supplies, special orders, and payment of supply and special order invoices. Provides overall leadership, helps manage the operations of the store. This includes planning of inventory operations, support services. Inventory operations include the efficient and effective procurement of all retail goods, sku level tracking and broad analysis, and merchandise management. Support services include financial accounting and database management.

**Essential Functions & Responsibilities:**

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|---|-----|--|
| E | 50% | Provide excellent customer service to all customers, including cashier duties and retail floor support. Order supplies for retail sales with accuracy and best pricing. Research best priced products for store, campus departments, divisions, and the public, including special orders. Ensure stocking, re-stocking, and merchandising of supplies, including special orders. |
| N | 20% | Assist with daily operations of the bookstore, including ensuring register balances at end-of-day; preparing and disbursing account statements monthly, supervising student workers and temporary help. Provide one-on-one training and support to student workers and temporary help.   |
| N | 10% | Communicates with college employees and vendors to solve problems or answer questions.   |
| N | 10% | Perform general office/clerical duties, including filing, maintenance of equipment essentials to job duties. Maintain accurate sales records of invoices and merchandises received.  |
| E | 5%  | Be present at peak periods, including rush, textbook rental returns and buyback, and end-of-year inventory counts.   |
| E | 5%  | Perform other duties as assigned.  |

**Performance Measurements:**

1. Lead position/first point of contact to greet and assist customers upon entry to the bookstore, including students, staff, faculty, and outside customers.
2. Procure supplies, materials, and services for resale at best price. Place special orders within 36 hours of receiving request.
3. Keep store resale supplies stocked and filled daily. Maintain stock room monthly,
4. Complete assigned responsibilities with a high degree of accuracy.

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5. Assume responsibility of store operations in the absence of the director, including weekly deposit if necessary.
6. Be present at peak periods of operations, including, but not limited to: rush, textbook rental returns/buyback, and annual end-of-year inventory.
7. To maintain a professional, inviting work environment, and appropriate business appearance.

**Knowledge and Skills:**

Experience	Six months to two years of similar or related experience.
Education	(1) A two year college degree or (2) Completion of a specialized course of study at a business or trade school or (3) Completion of a specialized and extensive in-house training or apprenticeship program.
Interpersonal Skills	Courtesy, tact, and diplomacy are essential elements of the job. Work involves much personal contact with others inside and/or outside the college for purposes of giving or obtaining information, building relationships, or soliciting cooperation.
Other Skills	<p>Knowledge:</p> <p>Retail accounting functions including: business math, accounts payable procedures, and moving average inventory</p> <p>Point-of-sale systems (specifically WinPrism)</p> <p>Principles and processes for providing customer service</p> <p>Selling products and/or services</p> <p>Skills:</p> <p>Diplomatic, courteous, and welcoming</p> <p>Show respect for differences in backgrounds, lifestyles, viewpoints, and needs in reference to areas such as ethnicity, race, gender, creed, and sexual orientation</p> <p>Promote cooperation and a welcoming environment for all</p> <p>Flexible, open, and receptive to new ideas and approaches</p> <p>Work to understand the perspectives brought by all individuals</p> <p>Adapt to changing priorities, situations, and demands</p> <p>Handle multiple tasks and priorities</p> <p>Modify one's preferred way of doing things</p> <p>Express thoughts clearly, both orally and in writing</p> <p>Demonstrate effective listening</p> <p>Ask questions and offer input for positive results</p> <p>Be approachable/accessible to others</p> <p>Reach out to be helpful in a timely and responsive manner</p> <p>Strive to satisfy one's external and/or internal customers</p> <p>Effective use of computer equipment and software</p> <p>Understand written work related documents</p>

Abilities:

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Multi-task, including, but not limited to answering phones, running a cash register, helping customers on the floor  
Remain calm in stressful situations  
Keep accurate retail and student records  
Research best possible pricing for purchase of supplies and special orders  
Use a cash register and give correct change, use a ten-key calculator, perform simple business math  
Learn new software applications  
Assign work to students workers as needed  
Demonstrate accountability in all work responsibilities  
Exercise sound and ethical judgment when acting on behalf of the college  
Exercise appropriate confidentiality in all aspects of work  
Show commitment to work and to consequences of own actions  
Enhance personal knowledge, skills, and abilities  
Anticipate and adapt to technological advances as needs  
Seek opportunities for continuous learning  
Seek and act upon performance feedback  
Show initiative, anticipate needs and take action  
Demonstrate innovation, creativity, and informed risk-tasking  
Engage in problem-solving; suggest ways to improve performance and be more efficient  
Strive to achieve individual, unit, and college goals

**Physical  
Requirements**

Sitting for a period of 1 hour at one time with a total of 5 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 1 hour  
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  
Use both feet for repetitive movements as in operational functions  
Bending frequently and squatting, and reaching above shoulder level occasionally  
Be exposed to unprotected heights while using a 2 foot ladder for higher shelving  
Keyboarding 5-6 hours daily

**Work Environment**

The work requires moderate physical exertion such as long periods of standing, repetitively lifting, lightweight objects with frequent bending or stooping, recurring lifting of moderately heavy items such as computer, printers or record boxes. Occasionally lifts heavy objects (over 50 pounds). Job requires average agility and dexterity.

**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.

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

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Printed Employee Name

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Date

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Employee Signature