

College of the Redwoods

Position Description

Position: Bookstore Assistant II	Position Number:
Department:	FSLA: Non-exempt
Reports to: Manager of Dining Services and Bookstore	Salary Grade: 112

Summary

Supports Bookstore operations by assisting customers with purchases, shipping-receiving-transferring of merchandise from one site to another, and displaying merchandise to preserve quality and enhance sales.

Essential Duties and Responsibilities

- Acts as lead staff in the operations of the bookstore. Assists in hiring and training staff. Assigns work as the needs of the operation fluctuate. Leads discussions of procedure changes, answers procedural questions and assists with requests for products or related information.
- Places merchandise orders with outside vendors. Receives and enters merchandise into inventory and prints bar code labels.
- Evaluates inventory of stock items in the Bookstore and reorders as needed. Checks sales history to determine if reordering is required. Places orders and processes into system upon arrival.
- Organizes in-store promotions and sales with manager approval. Suggests items to put on sale by evaluating overstock items or buying items specifically for promotion.
- Operates cash register and assists customers with purchasing items from the bookstore in person and over the telephone. Greets customers with a professional demeanor. Handles cash transactions and processes credit card payments.
- Receives and verifies quantities and quality of merchandise purchased for resale. Receives and organizes book orders. Prepares all online orders for shipping.
- Monitors stock levels and restocks shelves with books and supplies when needed. Orders merchandise based on pre-determined re-order points.
- Recommends merchandise based on feedback from customers. Contacts established sources for selection, pricing, and availability.
- Participates in beautification and general maintenance of store, including vacuuming, dusting and re-arranging stock as needed to ensure merchandise is properly presented.
- Troubleshoots problems with Bookstore POS/Inventory Control System.
- Performs other duties as assigned that support the overall objective of the position.

Qualifications

▪ Knowledge and Skills

Requires a working knowledge of the Bookstore (or equivalent retail) operations, policies, and procedures. Requires well-developed cashiering and computer data entry skills. Requires operational knowledge of general retail office equipment. Requires sufficient customer relations skills to affect a positive sales environment. Requires sufficient arithmetic skills to add, subtract, divide, and calculate percentages. Requires a basic understanding of stock replenishing and buying.

▪ Abilities

Requires the ability to perform all of the duties of the position efficiently and effectively, with minimal supervision. Must be able to operate retail office machines including software programs designed for retail support and transactions. Requires the ability to work closely with other staff to accomplish the overall objectives of the Bookstore. Requires the ability to train others. Must be able to assume tasks of other staff members in their absence or at periods requiring assistance. Must be able to work with a variety of people in a seasonally high pressure environment.

▪ Physical Abilities

Requires sufficient ambulatory ability to stand, lift, and place light-to-medium weight items (under 30 pounds) onto shelves or displays on an intermittent basis. Requires sufficient hand-eye coordination to use a computer keyboard and/or 10-key adder at an advanced rate. Requires sufficient visual acuity to recognize people, numbers, and words. Requires auditory ability to carry on conversations in person.

▪ Education and Experience

High School diploma or equivalent required. Supplemental college level courses in a accounting or business strongly preferred. Minimum of three years of experience in customer service, cashiering, merchandising, buying, or a related field required.

▪ Licenses and Certificates

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