



DIRECTOR, CAMPUS BOOKSTORE

DEPARTMENT:

COLLEGE: Foothill or De Anza

SALARY GRADE: [A2/A3 - G](#)

POSITION PURPOSE:

Reporting to an assigned administrator, the Director is responsible for the daily operations of the bookstore in accordance with established goals (institutional, financial, operational).

NATURE and SCOPE:

Maintains administrative responsibility for the management and operation of the Campus Bookstore. Responsible for guiding all store activities including product and services development, effective procurement of text books and related materials, financial performance, budget development, marketing, merchandising, personnel and general operations. Supports the advancement of the college through the development and provision of services that are reflective of the college's academic mission and spirit. Interacts and coordinates with accounting staff and the Controller. Works cooperatively with Campus Bookstore and staff at other college.

KEY DUTIES and RESPONSIBILITIES:

The following duties and responsibilities are typical but not limited to the following:

1. Oversee the daily operations of the Bookstore.
2. Collaborate with staff to establish goals, policies, and procedures for the Bookstore and Bookstore functions, including policies related to procurements, loss prevention, shipping and receiving, customer service, and general store operations.
3. Collaboratively develop analysis and recommendations as to product mix, selection and sources.
4. Establish advertising, promotions, and marketing campaigns for the Bookstore.
5. Develop and monitor the annual store budget and expenditures. Oversee year-end physical inventory and related audit activities.
6. Authorize payments and purchases.
7. Receive and respond to customer inquiries and concerns as well as resolve customer disputes.
8. Prepare, analyze, and generate reports related to ordering, sales, income, and expenditure data.
9. Participate in long-range planning activities for the Bookstore.
10. Participate in the selection, training, motivation and evaluation of staff; participate in monitoring employee performance objectives; prepare employee performance reviews; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline procedures.
11. Encourage and facilitate open communication among peers, staff and students.

12. Support, implement, and promote compliance with the District Diversity Equity Opportunity Plan in all aspects of employment and education; encourage cultural and ethnic diversity in staffing and bookstore programming.
13. Assist the college in meeting its competency in Global Citizenship and Sustainability by working with students and staff in ways that develop their civic capacity to build a more sustainable and socially just world.
14. Responsible for the District's Injury and Illness Prevention Program and the Districts safety and related policies.
15. Perform other related duties as assigned.

EMPLOYMENT STANDARDS

Knowledge:

1. General bookstore operations, accounting systems, and ordering procedures; related bookstore products, services, and pricing.
2. Inventory management concepts.
3. Database concepts.
4. Training/supervision of employees.
5. Statistical and sales report preparation methods.
6. Principles and practices of inventory control
7. Principles and practices of supervision.
8. Advertising and marketing.
9. Accounting procedures.
10. Principles of long range planning.
11. Customer service methods and practices,
12. Retail bookstore point-of-sales and accounting systems.
13. Cash handling, reconciliation, and reports.
14. Educational technology related to campus environment e.g. mobile devices, personal computers, tablets, software etc.

Skills and Abilities:

1. Understanding of, sensitivity to, and respect for the diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disability, and sexual orientation of community college students, faculty and staff.
2. Work with students and staff in ways that develop their civic capacity and understanding of environment sustainability and social justice.
3. Communicate effectively both orally and in writing.
4. Strong interpersonal skills.
5. Leadership/organizational/time management.
6. Hire, train, supervise, and evaluate staff.

Education and Experience:

1. Associate's degree in a related field; experience may be substituted for education on a year-for-year basis.
2. Five (5) years of full-time retail management experience which includes two (2) years of full time retail management in a bookstore/college bookstore with direct or functional supervision of other staff.

Preferred Qualifications:

1. Bachelor's degree.

License and Certifications:

1. Possession of a valid California Drivers License

WORKING CONDITIONS:

Environment:

1. Typical office environment.

Physical Abilities:

1. Hearing and speaking to exchange information in person and on the telephone and make presentations.
2. Dexterity of hands and fingers to operate a computer keyboard.
3. Vision sufficient to read various materials.
4. Sitting for extending periods of time.
5. Bending at the waist.
6. Lifting and carrying objects up to 20 lbs.

Date Approved: September 1999; Revised: March 2013

Ed Code: H-11

Creditable Service: PERS