



## **COORDINATOR, BOOKSTORE COURSEWARE**

### **DEFINITION**

Under general supervision, plans, organizes, and coordinates the ordering of textbooks and other course materials; serves as a Campus Bookstore liaison for faculty, staff, students, publishers, and vendors; and performs related duties as assigned.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from the Campus Bookstore Director. Exercises no direct supervision over staff.

### **CLASS CHARACTERISTICS**

This is a coordinator classification responsible for planning, organizing, and coordinating all ordering of textbooks and course materials for the Campus Bookstore. The incumbent communicates regularly with faculty and students to assess courseware needs and sources materials to ensure availability and competitive pricing. This class is distinguished from the Director, Campus Bookstore in that the latter maintains full administrative responsibility for the management and operations of the Bookstore in accordance with established institutional and financial goals.

### **EXAMPLES OF TYPICAL FUNCTIONS (Illustrative Only)**

- Plans, organizes, and coordinates the ordering of textbooks and other course materials for the Campus Bookstore, in order to ensure the availability of necessary course materials for students and faculty.
- Provides training and lead direction to assigned staff; plans, distributes, and reviews work; schedules the work of student employees.
- Serves as a liaison between faculty, students, staff, publishers, and vendors; processes, reviews, and adjusts faculty requisitions for accuracy; communicates regularly via telephone, email, and face-to-face meetings.
- Works with the public, mediating inquiries and concerns from Bookstore patrons.
- Researches and analyzes various vendors in order to source required course materials for availability and competitive pricing.
- Negotiates and communicates with vendors on pricing, discounts, promotions, and competitive and/or exclusive offers.
- Determines order quantities based on sales history, current inventory, rental cycle, pricing, alternative formats, and methods for distribution; orders course materials based on analyzing turn-over from the live term, vendor policies, sales and demand histories, enrollment, and class capacities; determines inventory to be kept; manages returns, rental shipments, and markdowns.
- Oversees issue resolution, including claims with vendors on shortages of shipments, damaged and defective merchandise, and publishing errors; returns overstock and cancelled course materials.
- Assists in improving processes and procedures of bookstore operations related to efficient and quality student service, including but not limited to back-office, cashier, and customer services practices.
- Maintains and develops pages on the Bookstore website for accuracy of information, programs, policies, and required non-text merchandise.

- Maintains the booklist for the College and Campus Bookstore.
- Reconciles prepaid purchase statements; maintains monthly database updates.
- Ensures that staff provides a high degree of service to faculty and students that supports achieving the College's mission, objectives and values.
- Performs related duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Basic principles and practices of employee supervision.
- Standard bookstore practices and procedures.
- Principles, practices, and techniques of effectively dealing with the public.
- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Inventory management principles and practices.
- Cash handling principles and practices.
- Record keeping principles and procedures.
- Principles and practices of data collection and report preparation.
- Arithmetic principles.
- Modern office practices and technology, including personal computer hardware and software applications related to the work.
- English usage, spelling, vocabulary, grammar, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, students, and District staff, including individuals of diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disability, and sexual orientation.

### **Ability to:**

- Demonstrate 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.
- Plan, schedule, assign, and oversee activities of other bookstore support personnel.
- Train others in proper and safe work procedures.
- Interpret and apply applicable laws, rules, and regulations.
- Monitor and maintain inventory.
- Monitor performance of vendors and publishers.
- Identify and implement effective course of action to complete assigned work.
- Maintain accurate logs, records, and basic written records of work performed.
- Follow department policies and procedures related to assigned duties.
- Understand and follow oral and written instructions.
- Operate modern office equipment including computer equipment and specialized bookstore software applications programs.
- Organize own work, set priorities, and meet critical time deadlines.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Work with diverse academic, cultural, and ethnic background of college students and staff.

- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

**Education and Experience:**

*Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:*

Equivalent to completion of two years of college or possession of an Associate's degree with major coursework in merchandising or a related field, and two (2) years of experience in retail sales or buying.

**License:**

None.

**PHYSICAL DEMANDS**

Must possess mobility to work in a standard retail setting and use standard retail and office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, over the telephone. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve bookstore materials and textbooks. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 20 pounds. Reasonable accommodations will be made for individuals on a case-by-case basis.

**ENVIRONMENTAL ELEMENTS**

Employees work in an office and retail environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances.

**Salary Grade:** C1-52

**FLSA:** Non-Exempt

**EEO Code:** H-50

**Board Approved:** April 2021