



COORDINATOR, BOOKSTORE

DEFINITION

Under general supervision, coordinates the day-to-day activities of the Campus Bookstore, including personnel and operations; serves as the primary point of contact during evening hours; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory and managerial staff. Exercises technical and functional direction over and provides training to assigned staff.

CLASS CHARACTERISTICS

This is a coordinator classification responsible for planning, organizing, and coordinating all day-to-day operations of the Campus Bookstore. Positions work on tasks that are varied and complex, requiring the use of considerable discretion and independent judgment in performing assigned work, or ensuring the efficient and effective functioning of an assigned program or operational area. Assignments are given with general guidelines and incumbents are responsible for establishing objectives, timelines, and methods to deliver work products or services. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements. 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)

- Oversees and coordinates the operations of the Campus Bookstore including auxiliary stores, computer department, and special events.
- Participates in the planning, development, and implementation of policies and procedures for assigned functions.
- Provides direction, training, orientation, and guidance to assigned staff; plans, schedules, prioritizes, and assigns work; provides recommendations for selection, promotion, and disciplinary action and input on performance evaluations.
- Oversees the physical condition of the Bookstore; assists in the development of long and short-range plans for the maintenance, improvement, and renovation of Bookstore facilities.
- Ensures competitive pricing of all bookstore merchandise is in compliance with established Bookstore pricing policies; assists in the coordinating the accurate maintenance of physical inventory.
- Plans, organizes, and coordinates the ordering of general merchandise; contacts vendors regarding prices, quotations, and shipping and delivery information; determines future stock needs; ensures timely placement of merchandise on the sales floor after its receipt.
- Monitors consumer trends to ensure our customer needs are met.
- Serves as system administrator for the Bookstore computer system by maintaining user information and access privileges and enforcing security protocols.
- Oversees the Point-Of-Sale (POS) system by performing periodic backups, software updates, and maintaining current cashier profiles.

- Prepares and delivers presentations to student organizations, faculty, staff, and community groups regarding Bookstore services, activities, and events.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- General knowledge of accepted business and retailing practices.
- Merchandising and inventory management principles and practices.
- Principles and practices of retail operations coordination including implementation of the goals and objectives and oversight of performance, reporting, and accountability.
- Proper cash handling procedures.
- Basic principles and practices of employee supervision.
- Applicable federal, state, and local laws, rules, regulations, ordinances, and District policies and procedures relevant to assigned area of responsibility.
- Methods of preparing and processing various records, reports, forms, and other documents specific to assigned program.
- Record keeping and filing systems and methods.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Modern office practices, procedures, technology, and computer equipment and applications, including word processing, database, and spreadsheet applications.
- 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.
- Assist in the development of goals, objectives, policies, procedures, and work standards for assigned program and/or office.
- Develop, implement, and coordinate assigned operations, services, and activities in an independent and cooperative manner, evaluate alternatives, make sound recommendations, and prepare reports.
- Coordinate and oversee programmatic accountability reporting activities.
- Plan, organize, and carry out assignments from management staff with minimal direction.
- Evaluate and develop improvements in operations, procedures, policies, or methods.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Interpret, apply, and explain applicable federal, state, and local laws, rules, regulations, ordinances, and District policies and procedures relevant to assigned area of responsibility.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Plan, organize, schedule, assign, train, and review the work of assigned staff.
- Organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software, and modern business equipment to perform a variety of work tasks.
- 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.
- 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 which would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to the completion of a bachelor's degree from an accredited college or university in a related field and four (4) years of buying or sales related experience preferably in a bookstore setting.

Licenses and Certifications:

None.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Standing in and walking between work areas is frequently required. 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 frequently bend, stoop, kneel, and reach to perform assigned duties, as well as push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 20 pounds with the use of proper equipment. Reasonable accommodations will be made for individuals on a case-by-case basis.

ENVIRONMENTAL ELEMENTS

Employees work in an office 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-30

Board Approved: April 2021