



**DIRECTOR, CAMPUS BOOKSTORE/PRINT SERVICES**

**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 and print services in accordance with established goals (institutional, financial, operational).

**NATURE and SCOPE:**

Maintains administrative responsibility for the management and operation of the Campus Bookstore and Print Services. 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. Directs all Printing Service Employees and activities, to ensure timely delivery of the highest quality and lowest cost printing to the Foothill- De Anza Community College District. Provides strong leadership and vision for the implementation of all printing and Electronic Networking Digital Publishing Services to the college and other educational communities.

**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 and Print Service.
2. Manage the printing support services for the De Anza College, District office, instructional and non-instructional staff, students, and activities.
3. Collaborate with staff to establish goals, policies, and procedures for the Bookstore and Print Services, including policies related to procurements, loss prevention, shipping and receiving, customer service, and general store operations.
4. Manage websites and online sales for Bookstore & Print Services. Oversee online orders fulfillment and shipping department.
5. Generate non-district revenue. This includes marketing printing services to students, other school districts, and city government offices.
6. Maintain statistics of payroll records, program evaluations and annual reports for Bookstore and Print Services.
7. Insure the Copyright Law of the United States (Title 17, United States Code) governs the making of photocopies or other reproduction of copyrighted materials are followed.
8. Account and stock-ledger management, reports and end of month processes for De Anza College Bookstore, Print Services, Foothill College Bookstore, and De Anza Food Services.
9. Collaboratively develop analysis and recommendations as to services, equipment, product mix, selection and sources.
10. Establish advertising, promotions, and marketing campaigns for the Bookstore and Print Services.

11. Develop and monitor the annual store budget and expenditures. Oversee year-end physical inventory and related audit activities.
12. Authorize payments and purchases.
13. Receive and respond to customer inquiries and concerns as well as resolve customer disputes.
14. Prepare, analyze, and generate reports related to ordering, sales, income, and expenditure data.
15. Participate in long-range planning activities for the Bookstore and Print Services.
16. 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.
17. Encourage and facilitate open communication among peers, staff and students.
18. 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 programing.
19. 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.
20. Responsible for the District's Injury and Illness Prevention Program and the Districts safety and related policies.
21. Perform other related duties as assigned.

## **EMPLOYMENT STANDARDS**

### **Knowledge:**

1. General bookstore operations, accounting systems, and ordering procedures; related bookstore products, services, and pricing. Print Services cost estimating and sales.
2. Inventory management concepts.
3. Knowledge of print and digital services for a full service print and copy operation.
4. Database concepts.
5. Training/supervision of employees.
6. Statistical and sales report preparation methods.
7. Principles and practices of inventory control
8. Principles and practices of supervision.
9. Advertising and marketing.
10. Accounting procedures.
11. Principles of long range planning.
12. Customer service methods and practices,
13. Retail bookstore point-of-sales and accounting systems.
14. Cash handling, reconciliation, and reports.
15. 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. One (1) year of full-time retail management experience.

**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.

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Creditable Service: PERS