

## **ASSISTANT DIRECTOR OF BOOKSTORE SERVICES**

### **GENERAL STATEMENT:**

Assist the Director of Bookstore Services in the operations of the Athens campus store, college mail services and intercampus courier services.

### **REPORTS TO:**

Director of Bookstore Services

### **OCCUPATIONAL GROUP:**

Professional

**FLSA:** Exempt

### **QUALIFICATIONS FOR APPOINTMENT:**

#### **EDUCATION:**

Associate's degree in Business Administration or related area required; Bachelor's degree preferred.

#### **LICENSE OR CERTIFICATION:**

Valid Texas Driver license without restrictions which could prevent employee from performing duties and responsibilities including serving as back-up for other staff members responsible for intercampus courier and mail delivery services.

#### **EXPERIENCE:**

Two (2) years' work experience in retail sales required; supervisory experience preferred. Experience in online selling and purchasing preferred. Experience with inventory control in retail sales preferred. Proficiency in MS Office Outlook, Word, and Excel required.

#### **OTHER:**

Ability to communicate effectively, both orally and in writing. Knowledge of customer service standards and procedures. Ability to foster a cooperative work environment among Bookstore staff members, faculty, staff, and administration at all college locations. Possess leadership skills and the ability to manage employees. Ability to gather data, compile information, and prepare reports. Knowledge of modern retail marketing and sales techniques, both in-store and online.

### **DUTIES AND RESPONSIBILITIES:**

- Personally maintain, and assist other staff in maintaining a level of excellence in customer service.
- Maintain current inventory of textbooks and other items for resale on all campuses, both in-store and online.
- Assist director in maintaining the college's master textbook list containing information for all adopted textbooks and/or course materials for all courses including title, ISBN, edition, prices to be utilized by all campuses.
- Assist director in textbook buy-back process each semester.
- Conduct physical inventory count in Athens store annually; calculate costs for each inventory item; generate reports to support inventory value included in the college's Annual Financial Report.
- Assist director in maintaining appropriate cash control, inventory security, and fraud prevention techniques in the Athens campus store.
- Work closely with Financial Aid and Business Office staff to insure accurate application of student financial aid resources to college store purchases.
- Assist in purchasing merchandise for resale at all campus bookstores including textbooks, clothing, imprinted items, and supplies.
- Assist director in maintaining accurate records of sales, daily cash reports, accounts receivable, purchases, accounts payable and inventory valuation at the Athens campus store.
- Assist director in compiling information for reports to analyze sales, cost of goods sold and profit margins.

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- Work closely with bookstore staff at satellite campuses to insure consistent application of bookstore policies, procedures and delivery of services.
- Assist director in fulfilling terms of Athens campus vending contracts.
- Perform duties related to college mail and courier services, including U.S. Mail and intercampus mail.
- Assist director in maintaining appropriate controls and security for daily bank delivery and pick-up for Athens campus.
- Assist in the purchase and delivery of break room supplies for all campuses.
- Plan and conduct merchandise sales activities for college functions including Family Day & Homecoming.
- Serve as back-up for staff as necessary.
- Assist director in preparing and managing the budget for assigned accounts.
- Assist director in implementing changes to college information technology systems and processes as they apply to bookstore operations.
- Assist director in developing, implementing and evaluating results of Athens Bookstore administrative outcomes.
- Maintain merchandise displays and develop new marketing strategies for in-store and online sales and promotions.
- Maintain Bookstore website with current textbook information, process online textbook orders and post store announcements as necessary to the website.
- Responsible for supervision of bookstore personnel when director is away; supervise work-study students.
- Other duties as assigned by the Bookstore director or other appropriate supervisory personnel.

**PHYSICAL REQUIREMENTS:**

- Within the general range of an office environment.
- May be required to lift, push, or pull 70 lbs.
- Frequent stooping, standing and walking.
- May require irregular evening or weekend hours.
- May be required to travel between campuses or for other college business.

*The above job description has been reviewed with the employee and specific duties and responsibilities were explained. It was also explained that all questions concerning duties, responsibilities, working conditions, hours, etc., should be directed to the immediate supervisor.*

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor's Signature

\_\_\_\_\_  
Date

*All TVCC positions are security sensitive and require a criminal background check.*

Approved: 9/11/2014

Revised:

JD599