

San Diego Community College District

CLASSIFICATION DESCRIPTION

Title: District Bookstore Manager

Unit: Management

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Job Code: C3119
Original Date: 08/2001
Last Revision: 08/2008
Staff Type: Classified
FLSA status: Exempt
Salary Range: 14

DEFINITION

Under the general direction of the Vice Chancellor, Business Services, plan, organize, coordinate and manage and direct the District-wide Bookstore operations; encompassing administrative, financial, and operational responsibility for two large, one medium, and six smaller sales locations, to comply with the goals of the department with sensitivity and responsiveness to student, staff, administrative, and campus needs and meeting District defined profit objectives. Analyze the business structure and develop strategies for continued program growth and development. Develop personnel within the Bookstore department. Develop, administer, control and monitor the budgets for each site operation.

DISTINGUISHING CHARACTERISTICS

The District Bookstore Manager directs and coordinates the District-wide bookstore operations and supervises all bookstore supervisors. This level is responsible for bookstore systems, programs, profitability, acquisition, procedures, inventory, and disbursements, providing a guest experience that continually evolves to meet special, seasonal, and market demands, and meets the highest service standards. The focus will be on personnel and fiscal accountability (including development, implementation and management of operational and internal controls, product selection (including purchasing & inventory management), management of subordinate bookstore supervisors and their staff (including hiring, training, evaluation, discipline, & termination), procedure development, and liaison with campus constituencies. The subordinate Bookstore Supervisor levels are responsible for the daily/shift operations and supervision of the staff of a single Bookstore facility. The Director, Financial Support Services provides direction in financial goal setting and long term planning, and maintains selective financial approvals.

EXAMPLE OF DUTIES

1. Manage functions involved in District-wide bookstore operations. Direct, plan, organize and administer the District Bookstore program. Direct, train, instruct and supervise personnel. Oversee recruitment and staffing, resolve grievances, general conflict resolution, hiring, firing, disciplining and evaluating employees.
2. Coordinate and implement operations by overseeing, planning, reviewing, delegating, managing vendor relationships and bookstore supervisors and buyers regarding the operation of their stores which include staff, operations, logistics management, accounting, acquisition, sales, cash control, customer services, inventory control, receiving, returns and training. Oversee the purchase of texts and other books, all categories of general merchandise, operating equipment and related supplies for resale. Establish margin schedules to achieve profit objectives set by ABSO articles of Organization and needs of the District for revenue from enterprise operations. Review vendor accounts to assure product mix is appropriate and provide value for dollar and appropriate margins.
3. Manage vendor relationships, provide direction and oversees the purchase of course related academic materials including textbooks, general books, digital delivery items, all categories of general merchandise, operating equipment and related supplies for resale. Evaluate margin schedules to ensure profit objectives set by ABSO articles of Organization and needs of the District for revenue from enterprise operations. Review, evaluate and recommend vendor accounts to assure product mix is appropriate and provide value for dollar and appropriate margins.

4. Direct and coordinate bookstore information services and systems. Serve as liaison to IT for management and interface of POS & operations, enhancements, modifications, implementation, planning and evaluation. Act as principal contact for third party applications software and District interface providers. Review the activities of the IT Specialist to analyze problems and communicate to providers and maintain an ongoing dialog until problems are resolved. Oversee the implementation, maintenance and necessary repair, upgrades, and backup of the bookstore information systems, including applications software, computers and terminals. Develop long term computer support systems to keep the stores operating efficiently and effectively and for developing systems specifications, requests for proposal or bids.
5. Monitor and supervise the full charge accounts payable and accounts receivable functions for all District bookstores. Evaluate and review cash management to include deferring payments when possible and direct collection of receivable items particularly from third party customers. Direct all third party billing programs.
6. Provide overall administrative direction and supervision of shipping/receiving policies and transportation vendor structure. Provide recommendations regarding vendor sourcing, statistics and integrity of merchandise flow.
7. Evaluate financial reports, monitor profit margins and contain labor costs.
8. Plan, implement, and oversee revenue control procedures to minimize loss of funds at stores from either internal or external sources.
9. Develop and recommend facilities master plan to include review of store layout, fixtures and design.
10. Evaluate and manage the analysis of retail systems and equipment; recommend system changes and purchases; prepare or coordinate development of specifications for Requests for Proposals of bids for equipments of systems approval.
11. Develop and revise operating policies, procedures and practices for district-wide online and on campus bookstore in accordance with effective retail practice and ABSO guidelines.
12. Appraise, review and analyze industry trends and practices, legislative activity and technology innovation to provide expanded customers service.
13. Direct preparation and review of budgets for bookstores district-wide based on sales projections, expense analysis and other relevant information. Oversee and maintain operational control, analyze sales results, operating statement, cash reports, develop and implement reports as necessary when not otherwise available from District resources.
14. Provide leadership in maintaining relationships with interest groups such as faculty, students, staff, administration, competitors, educational institutions, and industry groups, state, local and national governing bodies and special interest groups.
15. Serve on campus and District task forces and committees. Attend state and national conferences as required.
16. Direct and prepare reports and records. Conduct special studies, reports, and analysis as required.
17. Coordinate, organize and supervise advertising, merchandising campaigns. Direct and encourage stores in displays, merchandising efforts and promotional events such as multi-campus sales, book buy-backs and used book sales.
18. Provide leadership in faculty interaction, academic or administrative Deans and department chairpersons. Assist store supervisors to resolve problems, answer campus questions or concerns industry changes, textbook issues, legislative issues. Encourage and maintain ongoing communications with instructional departments to assure all requisitions for course materials are provided to bookstores on time.

19. Supervise the maintenance of bookkeeping records for operation of the bookstore, sales report preparation, in-store invoices receiving reports, non-stock items and other District purchasing documents.
20. Evaluate, manage, and assure the safety and security of assigned facilities; determine facilities, equipment and staffing requirements for existing and new bookstore programs
21. Direct the inventory process for preparation of audited financial statements.
22. Perform related duties as assigned.

DESIRABLE QUALIFICATIONS

Knowledge:

- District policies, procedures, rules and regulations.
- Effective merchandising principles and techniques, including advertising and displays.
- Methods and procedures used in the purchase of college bookstore course materials, including new and used textbooks, electronic media, and non-text items, including giftware and clothing.
- Modern business practices, procedures and equipment.
- Modern marketing.
- Multi-unit retail management.
- Principles and practices of management, training and supervision.
- Purchasing principles and practices.
- Record-keeping and inventory techniques.
- Retail store warehousing and inventory control processes and systems including sales, accounting and tracking information systems.

Skills and Abilities:

- Assure the timely and accurate preparation and maintenance of records and reports.
- Communicate effectively both orally and in writing.
- Develop and control annual budgets and monitor expenditure of funds.
- Establish and maintain effective working relationships with others.
- Interpret laws, rules and regulations affecting area of assignment.
- Lift 70 pounds.
- Meet schedules and time lines.
- Plan, develop, organize, coordinate and manage multiple bookstore operations.
- Train, supervise and evaluate assigned staff.

Training and Experience:

- Any combination of training and experience equivalent to: a four year college degree in business administration or related business field and five years of progressively responsible management experience in College Bookstore Industry or a multi-departmental retail environment.

License:

- Valid California driver's license.

WORKING CONDITIONS

Physical Requirements:

- Category III

Environment:

- Office, college bookstores, other sales locations and receiving/shipping environments. Some travel to District locations on a regular basis. Periodic travel to state and national conferences.