



BOOKSTORE OPERATIONS ASSISTANT

Class Code	OT Status	EEO Category	Represented Status	Salary Grade	Effective Date	Status	Pages
	Non-Exempt	Clerical/Secretarial	PEU Local 1	53	07/01/2017	Classified	1 of 2

DEFINITION

To assist in the administration of the bookstore in the areas of retail operations, financial management and inventory procedures.

SUPERVISION RECEIVED AND EXERCISED

- Receives supervision from a departmental supervisor or manager.
- May receive technical or functional supervision from higher-level departmental personnel.
- May provide training and direction to student assistants or other assigned staff.

EXAMPLES OF DUTIES

Duties may include, but are not limited to, the following:

- Implements a comprehensive annual promotions and sales calendar, with corresponding store displays.
- Assists in determining what products and services will best meet the needs of the students and public.
- Implements loss prevention policies and procedures.
- Coordinates various customer relations functions.
- Assists with formulating policy and long range plans.
- Opens and/or closes bookstore; prepares register trays for daily operations.
- Prepares daily reports as required by District accountant.
- Collects and balances cash on hand and credit card statements; prepares deposit slips.
- Maintains supplies and materials inventory; orders supplies as necessary.
- Responds to general or specific inquiries from students, faculty and others.
- Maintains files and records sales transactions in the Enterprise Resources Planning (ERP) system.
- Orders monies needed for semester openings and buyback programs.
- Operates a cash register and ensures the security of equipment and contents, as needed.
- Performs third-party account billing, processing payments and keeping records of outstanding account balances.
- Performs related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

- Methods of handling, receiving, and maintaining records of money received and disbursed.
- Billing procedures.
- Modern office procedures, practices and equipment used in processing cash.
- General principles of supervision.
- Basic principles and practices of business recordkeeping.



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Skill/Ability to:

- Order merchandise as needed and display merchandise.
- Make change and count money with accuracy.
- Make accurate mathematical calculations.
- Operate point of service systems, calculators, computers, and other standard office equipment.
- Compile financial reports and maintain accurate records and files.
- Communicate effectively, both orally and in writing.
- Serve students, staff and colleagues in a helpful, professional manner.
- Establish and maintain cooperative work relationships with those contacted in the performance of required duties.
- Demonstrate understanding of, sensitivity to, and respect for the diverse academic, socio-economic, race, ethnicity, gender identity, sexual orientation, age, mental or physical disability, and religious background of all students, faculty and staff, and with all individuals encountered in the performance of required duties.

EXPERIENCE AND TRAINING

- Two (2) years of increasingly responsible experience equivalent to the duties assigned to a Bookstore Service Clerk, including experience on a point-of-sale computer system.

EDUCATION/LICENSE OR CERTIFICATE

- Possession of a high school diploma/GED or the equivalent.

Adopted: 07/01/17