UNIVERSITY OF SOUTHERN CALIFORNIA

Bookstore Manager
Job Code: 143012

OT Eligible: No
Comp Approval: 2/22/2017

JOB SUMMARY:
This position is responsible for the day-to-day operations of a campus or campus-affiliated bookstore. The Bookstore Manager provides excellent customer service, promotes sales, and resolves customer and staff problems. This position oversees inventory control, ensures that the sales floor is attractive and appropriately stocked, and handles making orders and receiving merchandise. Additionally, the Bookstore Manager directly supervises all assigned staff, initiates and coordinates special promotional activities, assists in budget preparation, and is responsible for ensuring adherence to store security procedures.

JOB ACCOUNTABILITIES:

*E/M/NA % TIME

Models and provides courteous, professional and knowledgeable service to both internal and external diverse base of customers. Provides sales coordination and problem resolution for floor customer service staff. Performs direct sales and customer service as and when required. Resolves visitor complaints and special needs situations.

Establishes and maintains policies and procedures to address operational and long-term goals, including cash handling, pricing standards, loss prevention, and customer relations. Establishes and maintains controls for sales, accounts receivables, and payables.

Assesses store needs for all resale and store supply products. Researches products and negotiates pricing, quality and delivery. Generates purchase orders, sets pricing for resale, and authorizes payment to vendors, as needed. Monitors and coordinates ordering, receipt, and return of merchandise and/or equipment. Verifies invoices and billing and resolves errors and discrepancies. Coordinates shipping and/or delivery of merchandise to customers, as appropriate.

Oversees and participates in the physical inventory of merchandise and data entry into computer. Meets with auditors to provide information for accuracy of inventory on an annual basis. Provides supporting documentation necessary for year-end audit, as required.

Ensures merchandise presentation standards are maintained. Develops and implements on-floor sales promotion campaigns. Performs basic cleaning, ensures appropriate stock levels on the sales floor, and maintains appropriate signage. Processes incoming merchandise to facilitate replenishment.

Monitors sales, refunds and exchanges. Conducts returns, exchanges, voids and other ancillary cash handling functions. Makes bank deposits, obtains currency for change supply, and ensures cash and credit security, as necessary.
Recruits, screens, hires, trains and directly supervises all assigned subordinate staff. Evaluates employee performance and provides guidance and feedback. Counsels, disciplines and/or terminates employees as required. Recommends departmental goals and objectives, including workforce planning and compensation recommendations. Reassesses or redefine priorities as appropriate in order to achieve performance objectives.

Initiates, coordinates and supports special events, promotions and activities involving the bookstore (book signings, cross-promotional campaigns, etc.). Coordinates production and/or distribution of promotional materials with PR Manager as appropriate.

Assists in budget preparation by gathering historical data in a limited area, such as inventory, materials, supplies and salaries. Tracks and monitors assigned budget expenditures and/or special actions and reports on variances. Provides projections, as requested.

Develops and implements security related procedures such as office opening and closing routines, recognition of duress signals and key controls. Coordinates security activities with Department of Public Safety. Promotes and maintains standards for security conscious awareness and behavior. Maintains knowledge of University’s crime prevention and suppression programs and services. Ensures dissemination of security related information to staff.

Performs other related duties as assigned or requested. The university reserves the right to add or change duties at any time.

*Select E (ESSENTIAL), M (MARGINAL) or NA (NON-APPLICABLE) to denote importance of each job function to position.

EMERGENCY RESPONSE/RECOVERY:

Essential:  

- [ ] No
- [x] Yes  

In the event of an emergency, the employee holding this position is required to “report to duty” in accordance with the university’s Emergency Operations Plan and/or the employee’s department’s emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.

JOB QUALIFICATIONS:

Minimum Education:

- Associate’s degree
- Combined experience/education as substitute for minimum education

Minimum Experience:

- 2 years
- Combined education/experience as substitute for minimum experience

Minimum Field of Expertise:

- Supervisory or lead experience in a related field

Preferred Education:

- Related undergraduate study
Preferred Experience:

3 years

Preferred Field of Expertise:

USC experience in a related field

Skills: Administrative:

- Answer telephones
- Assemble and organize numerical data
- Balance figures
- Communicate with others to gather information
- Compute totals
- Coordinate events
- Gather data
- Input data
- Prioritize different projects
- Understand and apply policies and procedures
- Verify calculations

Skills: Other:

- Assessment/evaluation
- Communication -- written and oral skills
- Conflict resolution
- Counseling
- Interpretation of policies/analyses/trends/etc.
- Interviewing
- Knowledge of applicable laws/policies/principles/etc.
- Lead/guidance skills
- Mediation
- Negotiation
- Organization
- Planning
- Problem identification and resolution
- Project management
- Public relations
- Scheduling
- Teaching/training

Skills: Machine/Equipment:

- Adding machine
- Calculator
- Cash register
- Computer network (department or school)
- Computer network (university)
- Personal computer

Supervises: Level:

May oversee staff, students, volunteers, agencies and/or resource employees.

Supervises employees and/or student workers.
Supervises: Nature of Work:
   Service/Maintenance
   Skilled trade(s)

SIGNATURES:

Employee: ___________________________  Date:_____________________________
Supervisor: ___________________________  Date:_____________________________

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

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