Job Title: Assistant Manager Bookstore
Reports to: Bookstore Manager
FLSA Status: Exempt
Level: 211
Position Class: P9942

Job Summary:
This position provides administrative support in the day to day operation of the College bookstore. This position assumes the duties of the manager in his/her absence and provides direct supervision of bookstore staff.

NOTE: Job descriptions and essential functions are subject to change due to advances in technology, utilization of work force, and other factors which may impact the College’s need to modify position requirements.

Essential Duties and Responsibilities:
The following listing of essential job duties indicates the general nature and level of work required in this job. This is not designed to be a comprehensive listing of all the activities, duties, or responsibilities that may be required in this job. Individuals assigned to this job may be asked to perform other duties as required. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities of the job.

Applicants may be asked to demonstrate any or all of the following duties:

1. Audits invoices and receiving reports; functions as the accounts receivable and payable representative for textbooks and supplies; provides follow-up on textbook and supply orders for accuracy and delivery; assists the manager in maintaining inventory control.

2. Serves as the Textbook Manager for the Bradenton Campus. Maintains textbook adoption forms; orders textbooks from wholesalers and publishers. Creates and submits purchase orders for both Bradenton and Venice Campuses.

3. Assists the Receiving Clerk in updating data regarding substitutions, cancellation, backorders, return policies, price changes and expired inventory.

4. Keeps faculty and staff abreast of information regarding any changes in textbook adoptions. Serves as liaison between departments and the Bookstore Manager for policies and procedures pertinent to textbook information and adoptions.

5. Plans office layout, develops office budget, and initiates cost reduction programs. Reviews clerical and personnel records to ensure completeness, accuracy, and timeliness.

6. Approves refunds and administers the book buy-back program.

7. Assists in inventory preparation, count, and verification.
8. Operates point of sale cash register. Accepts payment by cash, check or credit card.

9. Handles customer relations and routinely deals with resolving customer problems. Assists customers with textbook and supply questions.

10. Supervises, coaches, and evaluates bookstore employees.

11. Assists with the development of policies and procedures set forth by the Bookstore Manager. Responsible for updating and maintaining bookstore procedure manual.

Job Qualifications:
The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- **Education/Experience:**
  Bachelor’s Degree and three or more years’ related experience and/or training; or equivalent combination of education and experience.

- **Supervisory Experience:**
  One or two years of direct supervisory experience, including responsibility for hiring, firing, performance management, training and coaching is required.

- **Language Ability:**
  Ability to read, analyze, and interpret scientific and technical journals, financial reports, and legal documents. Ability to respond to technical questions and/or complaints from College leadership, customers, regulatory agencies, or members of the community.

- **Math Ability:**
  Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

- **Reasoning Ability:**
  Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

- **Computer Skills:**
  To perform this job successfully, an individual should have knowledge of a textbook management system; point of sale applications, basic word processing, database, and spreadsheet software. Must be able to use College e-mail, current College database systems, and other College required software.

- **Certificates and Licenses:**
  No certifications needed.
**Responsibility for People and Property:**
This position is responsible for supervising Bookstore staff. This position is responsible for cash up to $50,000.

**Responsibility for Communication:**
- **Internal Contacts**
  The position has routine contact with all levels of State College of Florida, Manatee-Sarasota staff, faculty, and students.

- **External Contacts**
  This position has frequent contact with vendors, publishers, and the general public.

**Work Environment:**
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

**Physical Demands:**
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job the employee is regularly required to use manual dexterity and to talk or hear. The employee is frequently required to stand, walk, and reach with hands and arms. The employee is occasionally required to sit and climb or balance. The employee must frequently lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.

**General Performance Standards and Expectations:**
In addition to satisfactory performance on all of the essential job duties and responsibilities for this job, all State College of Florida, Manatee-Sarasota employees must fulfill the following basic performance expectations:

1. **Mission and goals:** Each State College of Florida, Manatee-Sarasota employee is expected to know the College’s mission and goals.

2. **Customer Service:** All State College of Florida, Manatee-Sarasota employees will strive to provide outstanding customer service to everyone they serve including students, the community, and fellow employees.

3. **Grooming and Appearance:** State College of Florida, Manatee-Sarasota employees are expected to maintain a neat and professional image at all times. When issued, College personnel must wear uniforms, and maintain a neat, clean, and well-groomed appearance.

4. **Safety Awareness:** State College of Florida, Manatee-Sarasota employees are expected to work diligently to maintain safe and healthful working conditions, and to adhere to proper operating practices and procedures designed to prevent injuries. Employees are required to wear personal protective equipment as provided.
5. Attendance Standards: State College of Florida, Manatee-Sarasota employees are expected to attend their work assignments and schedules at all times, in accordance with College Rules and Procedures.

6. Training: State College of Florida, Manatee-Sarasota employees are expected to attend College-provided training sessions and meetings when deemed necessary.

7. Continuous Improvement: State College of Florida, Manatee-Sarasota employees are expected to give attention to continuous assessment and improvement of the position’s assigned set of duties and responsibilities.

**Approvals:**
This job description has been reviewed and approved by the leaders whose signatures appear below.

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