**Job Title:** Supervisor, Bookstore  
**Reports to:** Bookstore Manager  
**FLSA Status:** Non-exempt  
**Level:** 116  
**Position Class:** C9985

**Job Summary:**  
This position provides overall supervision in the day to day operation of the Venice Campus Bookstore. The Bookstore Supervisor functions as a branch manager whose duties encompass a wide variety of managerial responsibilities with limited supervision.

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. Opens, closes, and coordinates operations of Venice Campus Bookstore.
3. Operates point of sale cash register. Accepts payment by cash, check or credit card. Makes change, cashes checks, and issues receipts to customers
4. Completes daily transaction reports.
5. Schedules, trains, and supervises part-time personnel.
6. Ensures accuracy in handling all cash transactions. Responsible for collecting, balancing, and depositing all Venice Campus Bookstore funds on a daily basis.
7. Compares identifying information and counts, prices, organizes, and stocks textbooks received. Performs data entry of receiving documents into computerized database for items received.
8. Prepares and verifies all accounting records pertaining to shipping and receiving function. Verifies information against invoices, purchase orders, and packing lists for all incoming shipments.
9. Maintains contact with various publishers for back-ordered, short-shipped, and/or damaged shipment queries. Contacts publishers for availability on certain publications and to confirm tracking information on backorders and rush re-orders due to high demand periods.

10. Polls and posts daily sales into point-of-sale system.

11. Troubleshoots and corresponds directly with MBS system technical support staff when experiencing technical difficulties with computerized operating system.

12. Uses hand truck and/or pallet jack to move, convey, or hoist shipments.

13. Makes refunds to customers in accordance with established procedures. Responsible for handling situations and complaints from students and faculty. Assists the Bookstore Manager in maintaining good relations with faculty, staff and administration.

14. Completes daily book buy operations by generating audit trail and preparing documentation for interoffice and Bookstore Manager.

15. Assists customers with selection of textbooks and supplies appropriate to their coursework.

16. Assists Venice Campus faculty and/or staff assistants with the online submission of textbook adoptions.

17. Processes Venice Campus online textbook and general merchandise orders via the Internet.

**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:**
  Associate’s degree (A.A.) or equivalent from two-year college or technical school and two or more years’ related experience and/or training; or equivalent combination of education and experience.

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

- **Language Ability:**
  Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

- **Math Ability:**
  Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference and volume. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs. Ability to apply concepts of basic algebra and geometry.

- **Reasoning Ability:**
Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram/chart or schedule form. Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.

- **Computer Skills:**
  To perform this job successfully, an individual should have knowledge of AS400 Textbook Management system; basic word processing, accounting, Internet and spreadsheet software. Within three months of hire 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 assigns and directs the work of part-time temporary staff to include training of safe work conditions and cash handling responsibilities. Responsible for good stewardship of College assets to include textbooks, supplies, money from change funds, Bookstore sales and deposits.

**Responsibility for Communication:**

- **Internal Contacts:**
  This position has routine contact with State College of Florida, Manatee-Sarasota staff, faculty and students.

- **External Contacts:**
  This position has occasional contact with the general public, publishers, and technical support.

**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 work environment is inside a climate control building.

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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