



Trinity Valley Community College

Job Description

Director Of Bookstore Services

COMMITMENT TO MISSION

This job carries with it the obligation to uphold the Mission of Trinity Valley Community College (TVCC) in carrying out the duties of the position. A commitment to positive interpersonal behaviors, professional communication, diversity, integrity, leadership, stewardship, respect and accountability to TVCC students and employees is essential.

PRIMARY PURPOSE:

Responsible for Athens campus store operations, college mail services, intercampus courier services, and oversight of college vending contracts.

REPORTS TO:

Vice President of Administrative Services/Chief Financial Officer

SUPERVISES:

Bookstore department, part-time employees and student workers

EDUCATION AND EXPERIENCE QUALIFICATIONS:

EDUCATION REQUIRED:

Bachelor's degree in Business Administration or related field, or five to ten years retail management including supervisory experience

EXPERIENCE REQUIRED:

Two (2) years' experience in retail sales, general understanding of textbook publishing business, publishers, and textbook wholesalers and the systems required to manage course materials.

PREFERRED:

Supervisory experience, experience in online selling and purchasing, Experience with a retail POS system and inventory control in retail sales, previous experience in college store environment

OTHER LICENSES OR CERTIFICATIONS:

Valid Texas Driver license without restrictions which could prevent employee from performing duties and responsibilities.

KNOWLEDGE AND SKILLS REQUIRED:

- Typing/Data Entry
- Computer software proficiency – Microsoft Office
- Operating equipment – office or otherwise
- Written and oral communication
- Interpersonal and/or customer service skills
- Public Speaking/Presenting
- Bookkeeping
- Basic Math
- Leadership/ Management
- Attention to detail
- Time management
- Organization
- Budget and accounting principles

The foregoing statements describe the general purpose and responsibilities assigned to this job and are not an exhaustive list of all responsibilities, duties, and skills that may be required. Job Descriptions may be subject to change.

RESPONSIBILITIES:

- Personally maintain, and expect staff to maintain, a level of excellence in customer service.
- Maintain current inventory of textbooks and other items for resale on all campuses, both in-store and online.
- Maintain the college's master textbook list containing information for all adopted textbooks and/or course materials for all courses including title, ISBN, edition, prices to be utilized by all campuses.

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- Manage the College's Inclusive Access program with vendor partners.
- Manage the Bookstore's e-commerce site and online sales of course materials and general merchandise
- Maintain the Bookstore's POS system for all campus Bookstores utilizing back office software provided for textbook and GM management
- Manage textbook buy-back process each semester for all campuses; work closely with Business Office to insure appropriate cash controls and accounting procedures are applied.
- Conduct physical inventory count in each campus store annually; calculate fiscal year-end cost value for inclusion in the college's Annual Financial Report.
- Maintain appropriate cash control, inventory security, and fraud prevention techniques in the Athens campus store.
- Work closely with Financial Aid and Business Office staff to insure accurate application of student financial aid resources to college store purchases.
- Purchase merchandise for resale at all campus bookstores including textbooks, clothing, imprinted items, and supplies.
- Maintain accurate records of sales, daily cash reports, accounts receivable, purchases, accounts payable and inventory valuation at the Athens campus store.
- Analyze sales, cost of goods sold and profit margins; use results of analysis to make purchasing and inventory management decisions for all campuses.
- Work closely with satellite campus provosts and bookstore staff to insure consistent application of bookstore policies, procedures and delivery of services.
- Negotiate and manage Athens campus vending contracts; serve as primary point of contact for vending company representatives.
- Oversee college mail and courier services, including U.S. Mail and intercampus mail.
- Manage the purchase and delivery of breakroom supplies for all campuses.
- Plan and conduct merchandise sales activities for college functions including Family Day & Homecoming.
- Prepare and manage budget for assigned accounts.
- Recommend changes to college information technology systems and processes as they apply to bookstore operations.
- Develop, implement and evaluate results of Athens Bookstore administrative outcomes.
- Other duties as assigned by the VP of Administrative Services or other appropriate supervisory personnel.

SUPERVISOR RESPONSIBILITIES:

- Accomplishes department objectives by supervising staff and organizing and monitoring work processes.
- Maintains staff by recruiting, selecting, orienting, and training employees and developing personal growth opportunities.
- Accomplishes staff job results by coaching, counseling, and disciplining employees.
- Plans, monitors, and appraises job performance annually, and provides constructive feedback and coaching.
- Implements and enforces systems, policies, and procedures.
- Maintains safe and healthy work environment by establishing and enforcing organization standards and adhering to legal regulations.
- Completes operations by developing schedules, assigning and monitoring work, and gathering resources, implementing productivity standards, resolving operations problems, maintaining reference manuals, and implementing new procedures.
- Controls expenses by gathering and submitting budget information, scheduling expenditures, monitoring variances, and implementing corrective actions.
- Ensure quality and customer service standards are adhered to as a department.
- Contributes to team effort by accomplishing related results as needed.
- Setting goals for performance and deadlines in ways that comply with the college's plans and vision

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- Organizing workflow and ensuring that employees understand their duties or delegated tasks

WORKING CONDITIONS:

TOOLS/EQUIPMENT USED:

- Standard office equipment
- Personal computer and peripherals
- Calculator
- Multi-line phone system
- Seat Belt
- Cellular Phone
- Fax machine

PHYSICAL DEMANDS:

- Requires: Balancing, Stooping, Reaching , Standing, Walking, Lifting, Finger dexterity, Grasping, Talking, Hearing, Seeing, Repetitive Motions, Computer Work, Light Work
- May need: Climbing, Kneeling, Crouching, Sedentary Work
- Occasionally need to: Pushing, Pulling, Feeling, Medium Work

MENTAL DEMANDS:

- Extreme Temperatures: Less than 25% of the time
- Environmental: Less than 25% of the time
- Emotional control under stress: Less than 25% of the time
- Frequent interruptions: Less than 25% of the time

OTHER DEMANDS:

None

The above job description has been reviewed with the employee. It was explained that all questions concerning duties, responsibilities, working conditions, hours, etc., should be directed to the immediate supervisor.

Employee's Signature

Date

Supervisor's Signature

Date

Approved: 7/18/01

Revised: 10/20/2021

Classification:	Administration	Coordinating/Non-Coordinating:	C
FLSA Status:	Exempt	TVCC Job Code:	1600
DBM:	C	Travel Required:	Less than 25% of the time
IPEDS/SOC CODE:	11-9199	Employment Status:	Full-Time
Salary Range:	205	Length:	12 Months
FUND:	200	TRS POS. CODE	TRS 03

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