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Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are <u>not</u> intended to reflect all duties performed within the job; however, any additional duties will be reasonably related to this class.

## **SUMMARY DESCRIPTION**

Orders textbooks, general books, and related materials; prepares and processes purchase orders and invoices.

### REPRESENTATIVE DUTIES

The following duties are typical for this classification.

- 1. Performs varied and responsible duties in purchasing textbooks and related items for sale in the College Bookstore; assures appropriate guidelines and policies are met and bookstore buying activities are appropriate and within budgetary limitations.
- 1. Confers with faculty to determine necessary supply of textbooks and supplies to meet classroom requirements; reviews, edits, and inputs data from requisitions; places orders through bookstore computerized system; provides adequate information about products and scheduled delivery dates; resolves problems in a timely manner; maintains stock of necessary items.
- 2. Communicates with vendors and publishers for information concerning all aspects of book purchasing.
- 3. Prepares Bookstore for opening of semester; determines arrangement of textbooks, cost of books, and prepares stock for sale.
- 4. Coordinates and monitors the process of textbook and general book returns.
- 5. Coordinates the book buy-back program; establishes buy-back decisions and reports to purchase and process used books for students.
- 6. Operates cash register and makes change; charges student purchases on credit programs; makes refunds and adjustments as necessary.
- 7. Assists customers by providing information on the telephone or in person.
- 8. Assists in annual inventory process.
- 9. Meets with and discusses problems and needs with publishers and supplier representatives.
- 10. Maintains a variety of records and reports.
- 11. Performs other duties related to the primary job duties.

## MINIMUM QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

## **CORE COMPETENCIES:**

#### **Environmental Exposure Tolerance**

Performing under physically demanding conditions



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- Accepts and endures the necessity of working in unpleasant or physically demanding conditions
- Shows established adaptation and performance under unpleasant or physically demanding conditions

#### **Safety Focus**

- Showing vigilance and care in identifying and addressing health risks and safety hazards
- Maintains high level of conscientious safety practice

## **General Physical Ability**

- Using strength, endurance, flexibility, balance and coordination
- Applying motor and perceptual abilities requiring no specific technique, training or conditioning

### **Professional and Technical Expertise**

- Applying technical subject matter to the job \*\*
- Knows the rudimentary concepts of performing the essential technical operations

#### **Adaptability**

- Responding positively to change and modifying behavior as the situation requires\*\*
- Accept and adjust to changes and the unfamiliar

#### **Innovation**

- Imagining and devising new and better ways of doing things\*\*
- Fix what is broken; find solutions and fixes with resources at hand
- Finds new approaches to performing familiar tasks
- Create and invent new ideas; envision the unexpected, unexplored, untried\*\*

## **Critical Thinking**

- Analytically and logically evaluates information to resolve problems
- Follow guide, SOP or other step by step procedures for locating the source of a problem and fixing it
- May detect ambiguous, incomplete, or conflicting information or instructions\*\*

### Informing

Proactively obtaining and sharing information

### **Mechanical Insight**

- Chooses the right tool for the job
- Applies principles of mechanical advantage to get the work done
- Follows step-by-step assembly procedures, troubleshooting guides, and simple diagrams



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#### **Customer Focus**

- Attending to the needs and expectations of customer
- Seeks information about the immediate and longer term needs of the customer
- Anticipates what the customer may want or expect in a product or service
- Works across organizational boundaries to meet customer needs \*\*

#### **Attention to Detail**

- Focusing on the details of work content
- Shows care and thoroughness in adhering to process and procedures that assure quality
- Applies knowledge and skill in recognizing and evaluating details of work\*\*
- Applies skilled final touches on products

## **Using Technology**

- Working with electronic hardware and software applications
- Using basic features and functions of software and hardware

### **Valuing Diversity**

- Shows acceptance of individual differences
- Welcomes input and inclusion of others who may be different from oneself
- Shows understanding and empathy for the challenges of groups seeking inclusion or dealing with perceived discrimination

#### **Education and Experience Guidelines**

### **Education/Training:**

Equivalent to the completion of high school.

#### Experience:

Two (2) years of experience in general retail sales, including the ordering of textbooks as well as general books.

#### PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein 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 job functions.

<u>Environment</u>: Work is performed primarily in a bookstore setting with frequent interruptions and distractions; extended periods of time viewing computer monitor; possible exposure to dissatisfied individuals; work at heights on ladders.

<u>Physical</u>: Primary functions require sufficient physical ability and mobility to work in a bookstore setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to climb step stools or ladders to retrieve merchandise; to lift, carry, push, and/or pull light

<sup>\*\*</sup>Lead, Advanced or Senior Level Positions



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to moderate amounts of weight up to 25 pounds; to occasionally lift, carry, push, and/or pull heavier amounts of weight with or without assistance; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

<u>Vision</u>: See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents; and to operate assigned equipment.

**Hearing**: Hear in the normal audio range with or without correction.