

ANTELOPE VALLEY COMMUNITY COLLEGE DISTRICT

SUPERVISOR, Auxiliary Services

CMS Salary: Range 24

BASIC FUNCTION:

Under the direction of the Director of Auxiliary Services, plans, organizes, and oversees the day-to-day operation and facilities of the campus bookstore and off-campus sites including the website, Palmdale Center, and Health and Science Kiosk. Supervises assigned bookstore personnel; supervises all customer service, merchandising, inventory, and accounting staffing functions. Supervises the hiring and training of hourly and student employees; resolves problems and initiates procedures to improve efficiency and effectiveness and to minimize overhead and assure fiscal stability of the bookstore operation.

REPRESENTATIVE DUTIES: *E = indicates essential duties of the position*

- Manages, plans, directs, and organizes all aspects of the operation of the bookstore (E)
- Creates and implements a business and marketing plan for the bookstore and assists in the plans for the Café and Performing Arts Theatre
- Responsible for establishing and implementing operating practices and procedures.
- Responsible for developing inventory controls, building gross margin, managing mark up and mark down, sales events and developing growth.
- Establish and grow rental, digital and all electronic format product
- Assists bookstore personnel with tasks including ordering and returns. (E)
- Help establish, prepare, and monitor the budget for daily, weekly and monthly expenditures. To include supporting End-of-Month (EOM) and End-of-Year (EOY) accounting and sales process.
- Responsible for all cash handling process and procedure daily; to include analyzing data and making recommendations for continued success.
- Sets priorities for bookstore personnel as required. (E)
- Manages invoices, returns, and shortage procedures and other costs and expenses to ensure efficient cost controls. (E)
- Services and responds to customer needs and requests as they arise. Build and develop faculty relationships; enhance communication on campus
- Reviews all print and electronic materials regarding bookstore operations
- Participates on a variety of District committees.
- Keeps abreast of current trends and knowledge of changes in the college book industry focusing on market trends and customer requirements.
- Prepares annual performance evaluations for bookstore personnel. (E)
- Assists in coverage of Concessions, AVC Café, and Performing Arts Theatre as needed. (E)
- Performs other related responsibilities as may be assigned.

EDUCATION AND EXPERIENCE: Two years college – level course work (equivalent to an Associate’s Degree) with coursework in business or related courses and four years increasingly responsible experience in customer service related position with a minimum of 2 years in a supervisory position. Ability to obtain a valid Serv-Safe Certification.

KNOWLEDGE OF:

- Modern methods and equipment used in operating a computerized college bookstore.
- Principles and techniques of retailing; including pricing, merchandising, planning, stock and inventory control, display, and promotions.
- Accounting process for inventory control, AP, AR, daily balancing, and GAP.

- District methods and standard methods and practices used in computerized inventory control systems, including point-of-sale (POS).
- Textbook requisition and timelines.
- Principles and practices of training and supervision.
- Principles of business management.
- Student texts, supplies and related items.
- Budget preparation and control.
- Security methods in a retail environment.
- Interpersonal skills using tact, patience and courtesy.
- Clerical and financial record-keeping methods.
- Modern office practices, procedures and equipment.

ABILITY TO:

- Establish and maintain cooperative and effective working relationships with others.
- Plan, organize and direct the operation of the college bookstore.
- Estimate and project bookstore expenses and profits to promote fiscal viability.
- Coordinate daily bookstore operations, promotions, advertising, and sales.
- Utilize computerized textbook requisition forms and timelines.
- Order and process merchandise to the point of sale on the floor.
- Maintain an adequate supply of textbooks and other bookstore merchandise.
- Maintain the appearance, cleanliness and safety of the bookstore.
- Maintain merchandise inventory, controls and records.
- Analyze situations accurately and adopt an effective course of action.
- Read, interpret, apply and explain rules, regulations, policies and procedures.
- Communicate effectively both orally and in writing.
- Assign and review the work of others.
- Select, train, supervise, and evaluate personnel.
- Prepare and present oral and written reports.

WORK DIRECTION, LEAD AND SUPERVISORY RESPONSIBILITIES: Directs and supervises Sr. Bookstore Assistant, Textbook Buyer, Bookstore Assistants, hourly employees, and student workers.

CONTACTS: Co-workers, immediate staff, other departmental personnel, students, vendors and the public.

PHYSICAL EFFORT:

- Requires the ability to exert some physical effort, such as walking, standing and light lifting
- Minimal dexterity in the use of fingers, limbs, and body, in the operation of office equipment.

WORKING CONDITIONS:

- Work is performed in retail outlets, cafeteria, and theatre as well as various other campus venues.
- Willingness to work a flexible schedule during events including extended hours, evenings, and weekends.