

# **CHABOT-LAS POSITAS COMMUNITY COLLEGE DISTRICT**

## **BOOKSTORE SHIPPING/RECEIVING SPECIALIST**

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

### **SUMMARY DESCRIPTION**

Under general supervision, perform a variety of duties to ensure that merchandise is received, checked in, priced, marked, distributed, stocked, invoiced correctly, and available for sale in the bookstore in a timely manner; process merchandise returns to vendors and for merchandise sent to customers; and provide sales support functions related to the accurate shipping, receiving, processing, and stocking of all merchandise sold at the Chabot College Bookstore.

### **REPRESENTATIVE DUTIES**

*The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.*

1. Receive, inspect, and verify incoming stock for conformity to purchase orders, packing lists, and invoices; report shortages, damages, and other discrepancies; notify supplier of problems with orders; file freight claims for damages or shortages; maintain all shipping and receiving files and records.
2. Properly record shipping and receiving information using computer systems; match and review receiving documents, purchase orders, packing lists, and invoices to ensure accurate billing and communicate all discrepancies according to established procedures.
3. Accurately process and return surplus or damaged bookstore merchandise to publishers, wholesalers, and vendors in a timely manner; identify suppliers for correct claim processing; pack, prepare freight bills, and ship returned merchandise to the appropriate vendor or publisher location; determine the most cost-effective means of shipping; request return authorizations from publishers; contact appropriate companies for freight pick-ups.
4. Lead the sales support function of the store by working directly with customers or supporting the work of bookstore staff who assist customers; move stock and supplies to the selling floor.
5. Effectively plan sales support staffing needs and logistics of merchandise processing, returns, and stocking for seasonal rush; interact effectively with all store staff and provide guidance and information needed for store problem solving; help set up cash registers, store fixtures, and merchandise presentation in preparation for seasonal rush.
6. Participate in the storewide safety program, promote safety among all work groups, and identify store safety hazards for repair; maintain the safety, security, and cleanliness of the receiving and stock areas.
7. Conduct periodic inventory of assigned merchandise; assist in the preparation of the store for the annual physical inventory; participate in the taking of an accurate inventory and inventory reconciliation.
8. Promote a high level of service to internal and external customers; maintain excellent public relations and effective communication with College faculty and staff, District administration, publishers, wholesalers, suppliers, and vendors; assists customers with dock pick-ups.

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9. Oversee customer book reservation system, catalogue, and web sales transactions.
10. May assist in activities related to used book buy back; assist in the set up of all special events inside the store and other locations.
11. Direct the work of student assistants; participate in the selection, training, and evaluation of assigned staff.
12. Participate in the development and implementation of the storewide program to reduce inventory shortage.
13. Load and unload delivery trucks; make campus pick ups and deliveries of bookstore merchandise; operate all receiving equipment including a forklift; may operate a delivery truck.
14. Perform related duties as required.

**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.*

**Knowledge of:**

1. Procedures and methods of receiving, shipping, warehousing, and retail recordkeeping.
2. Practices used in an automated shipping and receiving area.
3. Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.
4. Business mathematics.
5. English usage, spelling, grammar, and punctuation.
6. Occupational hazards and standard safety practices.

**Ability to:**

1. Perform receiving, shipping, warehousing, and retail recordkeeping duties with speed and accuracy.
2. Perform mathematical calculations; calculate list prices, cost prices, mark up, margin, markdowns, and discounts.
3. Receive and price merchandise accurately.
4. Analyze situations, evaluate solutions, and make creative recommendations.
5. Exercise sound judgment within policy and procedural guidelines.
6. Multi task effectively by organizing work, setting priorities, and directing the work of others to accomplish all work accurately and within deadlines.
7. Maintain accurate records and files.
8. Plan and organize work to meet changing priorities and deadlines.
9. Communicate clearly and concisely, both orally and in writing.
10. Establish and maintain effective working relationships with those contacted in the course of work.
11. Work with and exhibit sensitivity to and understanding of the varied racial, ethnic, cultural, sexual orientation, academic, socio-economic, and disabled populations of community college students.

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**Minimum Education & Experience** - Any combination of the following would provide a typical way to obtain the required knowledge and abilities.

**Education/Training:**

Equivalent to the completion of the twelfth grade. Additional specialized training in business or a related field is desirable.

**Experience:**

Two years of increasingly responsible retail experience, preferably with responsibility for general stock work and recordkeeping including receiving, processing, stocking, and shipping merchandise.

**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.*

**Environment:** Work is performed primarily in a bookstore and warehouse setting; may be required to work extended hours including evenings and weekends.

**Physical:** Primary functions require sufficient physical ability and mobility to walk, stand, and sit for prolonged periods of time; frequently stoop, bend, kneel, crouch, crawl, climb, reach, and twist; push, pull, lift, and/or carry moderate to heavy amounts of weights; operate assigned equipment and vehicles; verbally communicate to exchange information.

2/15/00

Adopted by Board of Trustees on October 20, 2015

Effective: October 21, 2015

Job Family: Bookstore