

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

## **BOOKSTORE TEXTBOOK PURCHASING ASSISTANT**

*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, responsible for sales support functions related to the accurate ordering, sales, and returns of course materials and textbooks needed for classes at Chabot College; perform a variety of complex tasks requiring a high level of detail and accuracy in correctly ordering, pricing, and stocking textbooks so they are available for sale in a timely manner; coordinate the purchase of used books from students and processes orders to used book wholesalers as a priority to maximize the selection of used books; and perform extensive database maintenance of all textbook ordering, history, purchases, reports, and returns.

### **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. Process book orders and maintain records of book adoptions, publisher information, purchases, sales history, returns, counts, inventory, and book buy back.
2. Generate purchase orders and order course materials and textbooks; process “want lists” daily to maximize the bookstore’s used book selection; expedite emergency or replacement orders and custom publishing.
3. Follow up to ensure proper delivery, receiving, and payment in conformance with purchase orders; verify invoices with receiving and accounting department to ensure accurate pricing, inventory evaluation, and timely completion of orders.
4. Provide a high level of customer service, information, and communication in responding to inquiries from and resolving book order problems for faculty, students, publishers, and staff; advise faculty and College staff on various changes, availability, policies, and procedures pertaining to new or used books.
5. Maintain records of courses with no books adopted and follow up on late requisitions.
6. Coordinate the purchasing and processing of used books from students.
7. Assist in the process of returning books to publishers.
8. Set up, maintain, and organize textbook shelves on the selling floor and stockroom; maintain required cleanliness and orderliness.
9. Train and supervise student assistants and seasonal temporary employees in customer service and stock-keeping duties.
10. Prepare department merchandise for the annual physical inventory; participate in the counting of an accurate inventory and inventory reconciliation.
11. Assists in the implementation of student book reservations system, book rental program, and online ordering.

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12. Resolve customer service problems and complaints; may assist customers, operate the cash register, give refunds, and work the customer service area as needed; provide product knowledge to bookstore selling staff.
13. 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. Basic principles, methods, and practices related to retail purchasing and inventory control.
2. Basic principles of financial recordkeeping.
3. Retail merchandising principles and practices.
4. The types and sources of books commonly used at Chabot College.
5. Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.
6. English usage, spelling, grammar, and punctuation.

**Ability to:**

1. Assist in the purchase of textbooks with regard to selection, quantity, and price.
2. Analyze problem situations, evaluate solutions, and make creative recommendations.
3. Perform mathematical calculations, computer data entry, database maintenance, and detailed recordkeeping with speed and accuracy.
4. Exercise sound judgment within policy and procedure guidelines.
5. Maintain accurate files and records.
6. Plan and organize work to meet changing priorities and deadlines.
7. Work independently in the absence of supervision.
8. Communicate clearly and concisely, both orally and in writing.
9. Establish and maintain effective working relationships with those contacted in the course of work.
10. 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.

**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.

**Experience:**

Two years of increasingly responsible retail experience, preferably with buying responsibility.

**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.*

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

**Physical:** Primary functions require sufficient physical ability and mobility to work in an office and retail bookstore setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

5/16/06;

Adopted by Board of Trustees on October 20, 2015

Effective: October 21, 2015

Job Family: Bookstore