



JOB INFORMATION

<i>Job Code:</i>	143012
<i>Job Title:</i>	Bookstore Manager
<i>FLSA Status:</i>	Exempt
<i>Supervisory:</i>	May oversee staff, students, volunteers, agencies and/or resource employees.; Supervises employees and/or student workers.
<i>Job Family:</i>	Retail
<i>Job Family Group:</i>	Auxiliary Services 1
<i>Management Level:</i>	5 Manager

JOB SUMMARY

Responsible for the day-to-day operations of a campus or campus-affiliated bookstore. Provides excellent customer service, promotes sales, and resolves customer and staff problems. Oversees inventory control, ensures that the sales floor is attractive and appropriately stocked, and handles making orders and receiving merchandise. Directly supervises all assigned staff, initiates and coordinates special promotional activities, assists in budget preparation, and is responsible for ensuring adherence to store security procedures.

JOB QUALIFICATIONS:

Education

<i>Req</i>	<i>Pref</i>	<i>Degree</i>	<i>Field of Study</i>
X		Associate's degree	
	X	Related undergraduate study	

Additional Education

Check here if experience may substitute for some of the above education.

X Combined experience/education as substitute for minimum education

Work Experience

<i>Req</i>	<i>Pref</i>	<i>Work Experience</i>	<i>Experience Level</i>
X		2 years	
	X	3 years	

Additional Work Experience

Check here if education may substitute for some of the above work experience.

X Combined experience/education as substitute for minimum work experience

Knowledge, Skills and Abilities

<i>Req</i>	<i>Pref</i>	<i>Functional Skills</i>
X		Supervisory or lead experience in a related field
	X	USC experience in a related field

Other Job Factors

JOB ACCOUNTABILITIES

	<i>% Time</i>	<i>Essential</i>	<i>Marginal</i>	<i>N/A</i>
Models and provides courteous, professional and knowledgeable service to both internal and external diverse base of customers. Provides sales coordination and problem resolution for floor customer service staff. Performs direct sales and customer service as and when required. Resolves visitor complaints and special needs situations.				
Establishes and maintains policies and procedures to address operational and long-term goals, including cash handling, pricing standards, loss prevention, and customer relations. Establishes and maintains controls for sales, accounts receivables, and payables.				
Assesses store needs for all resale and store supply products. Researches products and negotiates pricing, quality and delivery. Generates purchase orders, sets pricing for resale, and authorizes payment to vendors, as needed. Monitors and coordinates ordering, receipt, and return of merchandise and/or equipment. Verifies invoices and billing and resolves errors and discrepancies. Coordinates shipping and/or delivery of merchandise to customers, as appropriate.				
Oversees and participates in the physical inventory of merchandise and data entry into computer. Meets with auditors to provide information for accuracy of inventory on an annual basis. Provides supporting documentation necessary for year-end audit, as required.				
Ensures merchandise presentation standards are maintained. Develops and implements on-floor sales promotion campaigns. Performs basic cleaning, ensures appropriate stock levels on the sales floor, and maintains appropriate signage. Processes incoming merchandise to facilitate replenishment.				
Monitors sales, refunds and exchanges. Conducts returns, exchanges, voids and other ancillary cash handling functions. Makes bank deposits, obtains currency for change supply, and ensures cash and credit security, as necessary.				
Recruits, screens, hires, trains and directly supervises all assigned subordinate staff. Evaluates employee performance and provides guidance and feedback. Counsels, disciplines and/or terminates employees as required. Recommends departmental goals and objectives.				
Initiates, coordinates and supports special events, promotions and activities involving the bookstore (book signings, cross-promotional campaigns, etc.). Coordinates production and/or distribution of promotional materials with PR Manager as appropriate.				
Assists in budget preparation by gathering historical data in a limited area, such as inventory, materials, supplies and salaries. Tracks and monitors assigned budget expenditures and/or special actions and reports on variances. Provides projections, as requested.				

Other Requirements

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	In the event of an emergency, the employee holding this position is required to “report to duty” in accordance with the university’s Emergency Operations Plan and/or the employee’s department’s emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.		A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects a person who is under the age of 18 years, elderly, or a dependent adult has been the victim of abuse or neglect must report the suspected incident. The reporter must contact a designated agency immediately or as soon as practically possible by telephone or in writing within 36 hours. By virtue of the associated job duties, this position qualifies as a mandated reporter as required by state law and USC’s policy at: https://policy.usc.edu/mandated-reporters/
<i>Campus Security Authority (CSA)</i>			<i>Essential:</i>
By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC’s policy at: https://dps.usc.edu/alerts/clery/			No

ACKNOWLEDGMENTS

The above statements reflect the essential and non-essential functions as necessary to describe the principle contents of the job. They are not intended to be a complete statement of all work requirements or duties that may be required of the position. I understand that I may be asked to perform other duties as assigned. USC reserves the right to add or change duties at any time.

The University of Southern California is an Equal Opportunity Employer. USC prohibits discrimination on any basis protected under federal, state, or local law, regulation, or ordinance or university policies. All employment decisions are based on individual qualifications and business need.

I acknowledge receipt of this job description and its associated physical requirements. I have read and understand the job description and job requirements and agree to abide by their contents. I realize that duties may be requested of me that are not specifically stated herein. I understand that I will be expected to adjust to potential fluctuations in work volume. I understand that, if I have any questions about the essential functions or expectations of my position, my supervisor and/or HR partner are available to discuss them with me.

Print Employee Name

Signature

Date

Print Manager Name

Signature

Date

This job description describes the general nature and level of work required by the position. It is not intended to be an all-inclusive list of qualifications, skills, duties, responsibilities or working conditions of the job. The job description is subject to change with or without notice, and Management reserves the right to add, modify or remove any qualification or duty. Nothing in this job description changes the existing at-will employment relationship between the university and the employee occupying the position.