

**JOB TITLE:** Manager, Bookstore, Mail & Imaging Services

**DEPARTMENT:** Bookstore, Mail & Imaging Services

**LOCATION:** Main Campus

**REPORTS TO:** Vice President, Finance & Administration

**FLSA:** Exempt

**LEVEL:** 204

**DATE:** 2/8/17 (format), 09/30/09

**POSITION SUMMARY:** This position is responsible for the day-to-day operational functions of the college bookstore, mail, and duplicating services including direct supervision of personnel, inventory, policy and customer service.

**EDUCATION, EXPERIENCE, and LICENSES/CERTIFICATIONS:** *(A comparable amount of training, education or experience may be substituted for the minimum qualifications.)* Bachelor's degree in business, marketing, management or closely related field; two (2) years full-time related work experience in management and/or related field.

**ESSENTIAL TASKS:** *Employee must be able to perform the following essential functions to the satisfaction of the employee's supervisor.*

- Supervise all aspects of the college mail, bookstore and duplicating operations; maintain an open line of communication with college administrators, division chairs, faculty and staff in all matters relating to these areas.
- Supervise bookstore and duplicating center and mailroom staff, including selection, training, scheduling, evaluation, and recommendation for disciplinary action.
- Monitor all functions of the bookstore to ensure a quality low cost operation and satisfactory customer service; generate a monthly year-to-date sales journal report.
- Maintain low cost mailroom operations to include receipt and distribution of small packages, campus and USPS mail.
- Investigate potential practices and equipment to run a low cost, profitable operation in all areas of responsibility.
- Promote services available in all areas of bookstore, duplicating and mail to ECC staff.
- Assist with the bookstore year end inventory and prepare related accounting reports.
- Maintain budgets for all areas of responsibility.
- Resolve disputes of customers regarding bookstore and mail/duplicating services.
- Coordinate the preparation of orders for all textbooks, trade books and supplies including the pricing, sale and return of and payment for all merchandise.
- Establish and maintain positive relationships with bookstore vendor representatives. Evaluate new products in terms of quality, low cost and availability. Make informed recommendations for bookstore.
- Establish inventory levels for products which maximize turnover of inventory while maintaining satisfactory service to customers and operating a profitable business.
- Maintain budgets of all departments including review of all purchase orders and invoices for accuracy and appropriateness.
- Assist all areas of responsibility in daily operations, as needed.
- Conduct college business in a professional and ethical manner that includes the College's core values of integrity, diversity, empowerment, service, learning and collaboration.
- Communicate effectively in a professional, tactful and courteous manner with students, employees, faculty and the general public.
- Ensure that all activities are conducted within the established guidelines of the Family Educational Rights and Privacy Act (FERPA).
- Perform assigned responsibilities, and other related duties, and tasks according to established practices, procedures, techniques, and standards in a safe manner and with minimal supervision.

**KNOWLEDGE, SKILLS, and ABILITIES:** Knowledge of department and college policies, procedures, and practices with the ability to answer work related questions; and/or interpret and apply these guidelines correctly in various situations. Ability to supervise and train employees, to include organizing, prioritizing, and scheduling work assignments. Knowledge of bookstore operations. Knowledge of management principles and practices. Knowledge of generally accepted accounting procedures and internal control methods, including cash and inventory. Knowledge of department

and college policies, procedures, and practices with the ability to answer work related questions; and/or interpret and apply these guidelines correctly in various situations. Ability to supervise and train employees, to include organizing, prioritizing, and scheduling work assignments. Ability to plan, organize and implement assigned responsibilities and to work well under pressure to meet deadlines. Excellent organizational, analytical and planning skills. Ability to establish and maintain positive working relationships with other employees at all levels. Ability to manage interpersonal conflict situations requiring tact, diplomacy and discretion. Ability to participate as a team member, ability to understand and interpret rules and regulations, and ability to adjust to change with a positive attitude. Skill in budget preparation and budget management. Employee development and performance management skills. Ability to handle confidential material judiciously. Ability to prepare and analyze financial statements and reports. Ability to operate computer equipment effectively utilizing software appropriate to purchasing and bookstore operations. Availability to work or meet in the evenings and/or on weekends. Ability to travel out-of-state as well as locally to participate in meetings, conferences, and other activities related to the operations of the colleges. Excellent customer service skills

**LEADERSHIP and COMMUNICATION SKILLS:** Ability to exchange ideas, information, and opinions effectively with others to formulate procedures and/or arrive jointly at decisions, conclusions, or solutions. Ability to communicate effectively verbally and written to work with a diverse workforce and student population to prioritize and delegate projects, exchange ideas, information and opinions effectively with others to formulate policies and programs and/or arrive at decisions, conclusions or solutions. Strong interpersonal skills. Ability to foster a cooperative work environment. Ability to establish and maintain effective working relationships with faculty, staff, other departments, students, and the public. Ability to make administrative/procedural decisions and judgments. Direct, manage, or lead others; may determine work procedures, assign duties, maintain harmonious relations, or promote efficiency; may develop and administer operational programs; and/or may write or present extremely complex papers and reports.

**DECISION-MAKING and ANALYTICAL SKILLS:** Apply principles of logical thinking to define problems, collect data, establish facts, and draw valid conclusions. Deal with several abstract and concrete variables. Ability to use sound judgment in decision making areas. Ability to interpret information in mathematical, written and diagram form, such as statistical reports, profit and loss statement, financial statements and credit regulations.

**EQUIPMENT AND SOFTWARE:** Utilize current College and/or department information technology including but not limited to, Microsoft Office, Outlook, etc.; cash registers, postage meter, office machines such as telephones, fax machines, or copiers; AS400 hardware and software utilized in Point of Sale.

**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.*

**Environment:** Responsibilities may involve adjusted working hours and may require evening, and/or weekend work; position involves public contact and requires appropriate businesslike attire.

**Physical:** Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to lift, carry, push, and/or pull up to 50 lbs; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

**POSITIONS SUPERVISED:** Bookstore Accounts Technician; Bookstore Sales Clerks; Textbook Associate; Mail Clerk/Duplicators

**SIGNATURES:** *This job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualification required of employees assigned to the job.*

I have read and reviewed the above job description with my immediate supervisor. This job description has been designed to indicate the general nature and level of work performed. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualification required for the job.

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Employee Signature/Date

**NOTICE OF NON-DISCRIMINATION:** *East Central College does not discriminate on the basis of race, color, religion, national origin, ancestry, gender, sexual orientation, age, disability, genetic information or veteran status. Inquiries related to employment practices may be directed to Human Resources Director at 636-584-6710. East Central College is an equal opportunity employer and provider of employment and training services. Auxiliary aids and services are available upon request to individuals with disabilities.*