

ASSOCIATE BOOKSTORE MANAGER *

Function of Job:

Under general direction of designated supervisor, manage a major retail department within a campus bookstore, with responsibility for purchasing, ordering, receiving, merchandising, inventory control, returns and records, and customer service for assigned area.

Characteristic Duties and Responsibilities:

1. Manage daily operations of assigned area, including customer service, sales, and supervision of invoice processing and authorizing disbursement of funds for payment.
2. Supervise, train, evaluate and assign work to staff.
3. Research products, identify sources, and assist students, faculty, staff and other customers with purchasing/ordering decisions.
4. Provide storefront support, such as making determinations concerning ordering stock, including the timing and quantity; maintaining inventory; receiving and returning merchandise/equipment according to accepted procedures.
5. Provide server and web support for store operations, including maintaining customer web forms, updating web information, and designing on-line promotions.
6. Design, organize, and implement marketing and sales promotions, including newspaper and web ads, flyers, and posters.
7. Develop and manage budget for assigned area.
8. Act as consultant to and assist faculty, staff, and students in matters related to selection, services, store policy or special problems, and respond to written inquiries as required.
9. Provide technical support for all bookstore computer systems and staff as assigned.
10. Assist supervisor in development of budgeting, sales analyses, research data for reports and special as requested.
11. Meet with vendor and/or publisher's representatives for purchasing purposes and to acquire new product information.
12. Perform related duties as assigned.

Minimum Acceptable Qualifications:

1. Bachelor's degree in business management or field related to assigned area and four years of retailing experience, or Associate's Degree and at least six years of experience.
2. Advanced computer skills.
3. Supervisory ability and experience.
4. Budget management and purchasing experience.
5. Ability to work well with faculty, students and staff.
6. Willingness to travel.

Additional Desirable Qualifications:

1. Work experience in college bookstore.

10/19/2001

System Approval

8/27/2001

Effective Date

This document is a generic classification specification of the University System of New Hampshire. Its purpose is to describe the representative responsibilities and general level of complexity, and it is not a substitute for the specific job description of the individual position.

* Revised - Original approved 6/20/80 as Assistant Manager (Textbook Department); revised 6/29/81 as Bookstore Manager I.

