NORTHEAST TEXAS COMMUNITY COLLEGE
JOB DESCRIPTION

Director of the College Store

Department: Administrative Services
Job Status: Full Time
FLSA Status: Exempt
Reports To: Vice President for Administrative Services
Grade/Level: Admin/Prof II
Amount of Travel Required: As needed
Work Schedule:
Positions Supervised: Assistant Director, College Store Assistant, student workers
Contract Length: 12 months

PURPOSE: The Director of the College Store is responsible for the overall management, direction and day-to-day operation of the campus store and internet store, advertising and marketing, developing and maintaining positive relationships with campus students, faculty and staff, processing campus mail, receiving freight, delivering and shipping freight. The director develops and implements college store policies and hires employees; prepares and manages the revenue and expense budget; controls and monitors physical inventory; manages staff and ensures that faculty, staff and student’s course material and supply needs are met and that the college store activities enhance the campus community. The director must strive to maintain up-to-date knowledge of all college store operations and, as needed, should be able to handle functions and tasks usually performed by the assistant manager and the college store assistant. The college store director will strive to meet the financial objectives for each fiscal year.

FUNCTIONS AND TASKS

General Responsibilities:

- Directs, interprets and applies standards, policies and procedures for the store’s day-to-day operations including:
- Prepare and manage budget for the college store, working within budget constraints to ensure proper merchandise mix, merchandise levels and a smooth transition from one semester to the next
- Work with the financial aid and business office to ensure proper handling and processing of financial aid and scholarship recipient sales
- Work with Vice Presidents and faculty to coordinate purchase of textbooks and course materials for students on campus.
- Supervise and organize annual physical inventory
- Plan and coordinate pre-semester selling periods, ensuring proper inventory levels and staffing to meet customer’s needs.
- Coordinate end-of-semester textbook buyback with wholesale company.
- Maintain online college store
- Develop and maintain good working relationships with the faculty and staff
- Assist with long and short range planning.
- Represent store and purchase store merchandise at regional and national meetings.
• Responsible for other duties as assigned by the Vice-President for Administrative Services

Textbook & Reference Materials
• Create textbook adoption forms for all courses each semester
• Work with faculty and obtain completed textbook adoption forms
• Work with wholesale book companies to obtain used textbooks
• Supervise and assist with receiving, accurate pricing and shelving of textbooks, as needed
• Update textbook management system and buyback computer with new book prices monthly
• Supervise and assists with daily and end-of-semester buyback
• Purchase textbooks, reference material and all printed item for resale
• Assist faculty, staff and all customers in securing text information and special book orders
• Work with sales representatives from publishing and wholesale companies

Supervisor
• Hire, train, motivate and supervise staff, part-time staff and student workers
• Coordinate schedules and evaluate staff
• Supervise and work closely with the assistant manager and college store assistant to ensure the proper acquisition of general merchandise, clothing and postage

Job Knowledge and Skill Requirements
• Familiarity with relevant accounting principles and an understanding of business and retail operations
• Strong commitment to positive customer service and ability to lead college store staff in providing exemplarily customer service
• Ability to analyze situations accurately and adopt an effective course of action
• Knowledge of textbook management system, website maintenance and electronic data interchange system is a plus but not required
• Ability to operate cash register
• Excellent verbal and written communication skills
• Perform multiplicity of computer/excel/windows/word processing/FrontPage skills
• Excellent organizational skills
• Ability to prioritize and handle multiple tasks
• Ability to operate basic office equipment (computer, FAX machine, copy machine)
• Excellent leadership skills
• Ability to quickly learn different software programs
• Ability to perform basic maintenance on mail machine
• Minimum of 5 years retail management experience

Educational Requirements
• Associate Degree in business or related field (retail and management experience will be considered in lieu of Associates Degree)

Physical Requirements
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• Ability to lift up to 50 lbs
• Ability to stand, walk and lift books for up to 10 hours daily with few or no breaks during busy times.
• Frequent sitting, standing, reaching, carrying, bending, frequent near vision use and lifting

Mental Requirements
• Professionalism, tact, and diplomacy in all dealings with faculty, staff, students, customers and student workers
• Ability to understand and practice basic concepts of confidentiality and privacy
• Ability to communicate appropriately with a variety of persons daily
• Ability to cope with and manage stress

Environmental
• Minimal

Additional Information
This position calls for a strategic planner with extensive retail knowledge, an ability to communicate and fulfill the needs of the faculty and staff while maintaining a reasonable profit. A person who can motivate, mentor and direct college store staff and student assistants, be creative, handle pressure, have a positive attitude at all times and the physical ability to help as needed. This person must be able to develop, build and maintain strong cooperative campus relationships and communicate effectively with faculty, staff and students. Major decisions are made in collaboration with instructors and college officials and these decisions ultimately have an effect on revenue production.

Signatures

__________________________________________________________  ______________________________
College Store Director  Date

__________________________________________________________  ______________________________
Vice President of Administrative Services  Date

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President  Date

Job Description Developed:  1995
Preparer:  Sandra Barnwell, Sherry Hoppock, Beth Thompson