

## **SANTA BARBARA COMMUNITY COLLEGE DISTRICT**

**CLASSIFICATION:** CLASSIFIED

**CLASS TITLE:** SUPERVISOR – CAMPUS STORE

**SALARY TABLE:** 30

**SALARY RANGE:** 137

### **BASIC FUNCTION:**

Under the direction of an assigned administrator, organize and oversee the operations and activities of the Campus Store including purchasing, merchandising, cashiering, customer service and inventory; coordinate communications, department personnel and information to assure smooth and efficient Campus Store activities; train and evaluate the performance of assigned personnel.

### **REPRESENTATIVE DUTIES:**

#### **ESSENTIAL DUTIES:**

Organize and oversee the operations and activities of the Campus Store including purchasing, merchandising, cashiering, customer service and inventory; establish and maintain related time lines and priorities; assure Campus Store activities comply with established policies and procedures.

Coordinate communications and resources to assure smooth and efficient Campus Store activities; confer with supervisor, staff, vendors and others regarding Campus Store products, needs and related plans, events and activities; assure proper and timely identification and resolution of Campus Store issues, conflicts and discrepancies; resolve customer service complaints; refer more complex issues to supervisor for resolution.

Train and evaluate the performance of assigned personnel; interview and select employees and recommend transfers, reassignment, termination and disciplinary actions; coordinate subordinate work assignments and review work to assure accuracy, completeness and compliance with established standards, requirements and procedures.

Perform a variety of activities to assure smooth, efficient and profitable Campus Store activities; monitor financial and budgetary information to determine financial effectiveness of Campus Store activities; review daily sales reports to assure accuracy of sales transactions and proper inventory control.

Organize and oversee purchasing activities to meet Campus Store needs and assure adequate and appropriate supply of products; coordinate and conduct inventory control activities; research and evaluate sources of supply; contact vendors to negotiate price, specifications, conditions of delivery and other related issues as necessary. Refer complex purchasing and inventory issues and decisions to supervisor.

**June 2021**

**Ewing Consulting Services**

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Serve as a technical resource to staff concerning Campus Store cashiering functions; oversee the sale of books and various other products; oversee the operation of the computerized point of sale system and related cash registers; supervise the counting of money and issuing of change and receipts; coordinate the preparation and balancing cash registers.

Confer with administrators, personnel, outside agencies, customers and the public concerning Campus Store operations, activities and related functions; respond to inquiries, resolve issues and conflicts and provide detailed and technical information concerning products as requested.

Oversee and participate in the development and implementation of Campus Store marketing; coordinate promotional activities to enhance Campus Store patronage; oversee the preparation of in-store advertisements and promotional materials.

Supervise Campus Store activities, communications and information between administrators, personnel, students, outside organizations and the public; assure proper timing of purchases for academic time lines and various Campus events and activities; schedule and direct book buyback activities.

Participate in the development and implementation of the annual preliminary Campus Store budget; monitor budgetary and financial data; control and authorize expenditures in accordance with established limitations; review and approve invoices for payment and sign related checks.

Oversee activities to assure Campus Store is maintained in a clean, safe, and orderly condition; assure proper organization of displays and cleanliness of floors, counters and shelves; coordinate the stocking of shelves and displays with products.

Oversee and participate in the preparation and maintenance of reports and files related to sales, budgets, inventory, income, expenditures and assigned activities.

Provide technical information and assistance to assigned administrator regarding Campus Store activities, needs and issues; participate in the formulation and development of policies, procedures and programs effecting the Campus Store.

Communicate with administrators, personnel and outside organizations to exchange information, coordinate activities and programs and resolve issues or concerns.

Operate a variety of office equipment including a computer and assigned software; oversee computer system maintenance and upgrades; drive a vehicle to conduct work.

Attend and conduct a variety of meetings as assigned.

Maintain current knowledge of college Campus Store trends, standards and practices.

**OTHER DUTIES:**

Perform related duties as assigned.

**KNOWLEDGE AND ABILITIES:**

**KNOWLEDGE OF:**

Organization and direction of a Campus Store including purchasing, merchandising, cashiering, customer service, and inventory functions.

Retail merchandising, cashiering and customer service techniques, practices and procedures.

Purchasing practices, procedures and terminology.

Sources of supply, commodity markets, marketing practices and commodity pricing methods.

Technical aspects of researching, comparing and purchasing retail products.

General accounting practices, procedures and terminology.

Inventory control practices and procedures.

Applicable laws, codes, rules, regulations, policies and procedures.

Oral and written communication skills.

Interpersonal skills using tact, patience and courtesy.

Report preparation techniques.

Operation of a computer and assigned software.

Principles and practices of supervision and training.

Practices, procedures and techniques of inventory control.

Mathematical computations.

**ABILITY TO:**

Organize and direct the operations and activities of the Campus Store including purchasing, merchandising, cashiering, customer service, and inventory functions.

Coordinate and oversee personnel, communications and resources to assure smooth and efficient Campus Store activities.

Supervise and evaluate the performance of assigned personnel.

Assure proper and timely resolution of Campus Store issues, conflicts and discrepancies.

Perform a variety of marketing and merchandising activities to assure smooth, efficient and profitable Campus Store activities.

Review daily sales reports to assure accuracy of sales transactions and proper inventory control.

Organize and direct purchasing and inventory functions to assure adequate supply of Campus Store products.

Coordinate promotional activities to enhance Campus Store patronage.

Communicate effectively both orally and in writing.

Interpret, apply and explain rules, regulations, policies and procedures.

Establish and maintain cooperative and effective working relationships with others.

Operate a computer and assigned office equipment.

Analyze situations accurately and adopt an effective course of action.

Meet schedules and time lines.

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Work independently with little direction.  
Plan and organize work.

**EDUCATION AND EXPERIENCE:**

Any combination equivalent to: associate's degree in business administration or related field and four years increasingly responsible bookstore or related retail experience including work with purchasing, merchandising and inventory functions. Two years supervisory experience.

**LICENSES AND OTHER REQUIREMENTS:**

Valid California driver's license.

**WORKING CONDITIONS:**

**ENVIRONMENT:**

Campus Store environment.  
Driving a vehicle to conduct work.

**PHYSICAL DEMANDS:**

Dexterity of hands and fingers to operate a computer keyboard.  
Seeing to read a variety of materials.  
Hearing and speaking to exchange information.  
Sitting or standing for extended periods of time.  
Reaching overhead, above the shoulders and horizontally.  
Bending at the waist, kneeling or crouching.  
Lifting, carrying, pushing or pulling moderately heavy objects as assigned by the position.

Sensitivity to and understanding of the diverse academic, socio-economic, cultural, linguistic, disability, and ethnic backgrounds of Community College students.