

JOB TITLE: Textbook Associate

DEPARTMENT: Finance & Administration

LOCATION: Union Campus

REPORTS TO: Manager, Bookstore, Mail & Imaging Services

FLSA: Non-Exempt

LEVEL: 104

DATE: 10/25/19; 5/4/16

POSITION SUMMARY: Position will manage all aspects of college's textbook inventory and manage book rental program. All functions will be done while maintaining excellent working relationships with book vendors and customers. Position will also provide daily, weekly and yearly expense and inventory reports to supervisor reporting book expenses records. Position will also report all book credit card transactions, and coordinate insufficient fund account processes.

EDUCATION, EXPERIENCE, and LICENSES/CERTIFICATIONS: *(A comparable amount of training, education or experience may be substituted for the minimum qualifications.)* Completion of college degree or equivalent experience; 2 - 3 years related experience (retail experience helpful); completion of Textaid training from MBS (after being hired)

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

- Ensure the college follows the HEOA in order to comply with textbook regulations
- Operate within guidelines of the Family Educational Rights and Privacy Act (FERPA)
- Maintain all aspects of textbook inventory. Duties include: creating/maintaining schedules for adoption process; working in vendor software programs (MBS, Nebraska, Pearson) to place orders, manage stock (inventory should be low after rush timeframe), and process sales and returns. Textbook purchases were approximately \$1M in 2016.
- Maintain current knowledge of bookstore textbook ordering software and point-of-sale systems such as MBS, Nebraska and Pearson
- Assure timely receipt of books
- Communicate with faculty and publishers on edition changes and package updates
- Meet with publishers to determine more cost effective ways to order books & avoid problems before they occur
- Resolve book problems with publishers (i.e., missing pages, damaged in shipment, etc.) to receive credit or replacements
- Supervise and maintain book inventory sent to Sullivan campus
- Train staff at the Sullivan campus to update the inventory spreadsheet for sales that occur at that location
- Advise University Book and Supply in Rolla of required textbooks and work with Rolla store to make sure correct books are used in that location
- Submit estimates for future book purchases for bookstore's budget development
- Manage textbook rental program
- Coordinate regular and wholesale Book Buy Back Program; determine which books will be bought for resale
- Prepare end of year inventory sheets and assist with physical inventory
- Ability to prepare clear, concise, accurate reports such as daily sales reports, end of month sales reports correspondence and other written materials
- Ability to prepare and analyze financial statements and reports
- Excellent record keeping, money handling and preparation of bank deposit documentation
- Excellent organizational, analytical and planning skills
- Maintain accounts payable and receivable records for books, identify budget codes for processing (a task that was previously done by the business office)
- Reconcile credit card sales reports, balance and record daily sales information including non-tax sales, sales type and class breakdown, and enter data on daily ledger file
- Maintain credit card reports and provide records for end of the month balancing for financial services
- Maintain insufficient fund collections, notify students of returned checks and place a hold on grades until payment is made, if payment is not made contact collection agency to complete payment process

- Keep shelf tags updated on price and book changes and also which books are available for rental
- Stay apprised of growing enrollments and order additional books as needed
- Assist internal and external customers with questions and purchases
- Excellent interpersonal and communication skills required as well as self-motivation, flexibility and creativity
- Establish and maintain effective working relationships with employees, vendors and the public
- Transport money to the bank for deposit in the absence of the bookstore Manager
- Troubleshoot any problems that arise in the normal course of the business day
- 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 College policies, FERPA guidelines and other applicable laws pertaining to employment and education.
- Perform assigned responsibilities, 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: Ability to handle money responsibly and accurately. Knowledge of pricing methods and computations. Ability to apply established procedures for physical inventory. Ability to operate bookstore machines including POS electronic cash register, credit card machine, barcode machine, pricing machine. Ability to utilize Microsoft Office software (Word, Excel, Outlook) and conduct internet research. Ability to establish and maintain cooperative working relationships with internal and external customers as well as vendors and individuals from other colleges. Excellent customer service and communication skills. Ability to work in a fast-paced environment with frequent interruptions. Ability to adjust working hours to include evening and/or weekends. Ability to work independently and with limited supervision. Ability to work under pressure and solve problems effectively and efficiently. 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. Knowledge of proper lifting techniques.

LEADERSHIP and COMMUNICATION SKILLS: Act as temporary bookstore Manager when Manager is unavailable; train new part-time bookstore employees as needed; follow complex technical instructions, solve technical problems, or disseminate information regarding policies and procedures; communicate information to guide or assist people; may give instructions or assignments to helpers or assistants

DECISION-MAKING and ANALYTICAL SKILLS: Requires frequent decision making affecting co-workers, students, faculty, or the general public; may be responsible for providing information to those who depend on a service or product; perform duties involving intensive understanding of a restricted field, unit or division as it may apply to confidentiality; adhere to college and department policies, procedures, and practices; perform job duties in a safe and efficient manner

EQUIPMENT/SOFTWARE: Use Textbook Inventory software: Textbook selection and buyback software (TA2); General Merchandise Software (G2); Student financial aid software (SFA2); Online book pricing software and book adoptions (Insite); utilize current College and/or department information technology equipment, software and programs; standard office equipment and department specific equipment; use, point-of-sale cash register, and credit card, barcode and pricing machines.

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: Work is performed primarily in a retail bookstore setting with frequent interruptions and distractions; may work evenings and/or weekends.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand, walk for prolonged periods of time; regularly required to talk or hear; to occasionally stoop, bend, kneel, reach; to lift, carry, push, and/or pull up to 50 pounds.

POSITIONS SUPERVISED: None

SIGNATURE: *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 job description and I agree to perform the duties according to my supervisor's expectations and the College's policies and procedures. I acknowledge the College's right to revise the job description.

Employee Signature/Date

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