

ESTABLISHED 1979

NAVAJO TECHNICAL UNIVERSITY

S I H A S I N

POSITION DESCRIPTION

POSITION:	Bookstore Manager
POSITION NUMBER:	0391
PAY GRADE:	E2
FLSA STATUS:	Exempt
DEPARTMENT:	Student Services
REPORTS TO:	Dean Student Services (per NTU Org. Chart eff. 1/22/19)

JOB PURPOSE:

Oversees and manages the operation of the bookstore. Oversees and coordinates inventory control, sales and returns, vendor relations, cash management, and related reporting.

This position description indicates in general the nature and levels of work, knowledge, skills, and abilities. It is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities required or assigned to this position.

JOB DUTIES & RESPONSIBILITIES:

- Plans, organizes, directs and manages bookstore activities and personnel.
- Develops and implements bookstore operating procedures, and recommends appropriate related policies.
- Works with faculty and vendors to acquire and assure availability of new/used textbooks, e-books, access codes and class supplies for students.
- Oversees bookstore operations performance, improvement, merchandising, pricing, inventory management, cost reduction, supply chain enhancements, buybacks, sourcing, organizational restructuring, implementation of shared services, and process/technology integration.
- Oversees maintenance of stock, displays, signs, and inventory; manages year-end inventory utilizing computer to check for theft and shrinkage.
- Prepares and manages annual bookstore budgets as well as the maintenance of bookstore accounting records, inventory, and processes.
- Develops and controls operations in order to meet budget and service objectives.
- Directs staff in cashiering/accounting functions and in ordering textbooks, trade books, supplies, and related merchandise; and provides staff development for bookstore staff.
- Creates and maintains appropriate bookstore image. Provides for the planning, supervision and maintenance of stock and inventory controls and levels.
- Serves as Business Services representative on university committees as required or assigned.
- Enters student expenditures and reconciles billing statements.
- Prepares a variety of reports and correspondence appropriate to assignment.
- Maintains confidentiality of all privileged information.

- Performs other duties as assigned.

SUPERVISION RESPONSIBILITIES:

- Hosts regular staff meetings to ensure communication among personnel regarding departmental activities.
- Supervises personnel which include hiring, firing, performance evaluation, training, work allocation, and problem resolution.
- Oversees the daily operations of the bookstore.
- Prepares and maintains department budgets and oversees compliance throughout fiscal year; time keeping and approval.

MINIMUM QUALIFICATIONS/REQUIREMENTS:

- Bachelor's Degree in Business, Marketing or related field.
- Three years of work experience in bookstore retail management, preferably in an educational institution.
- Valid and clean state driver's license.
- Must be able to pass background check, with NO prior convictions of any felonies and no history of child abuse and/or neglect.

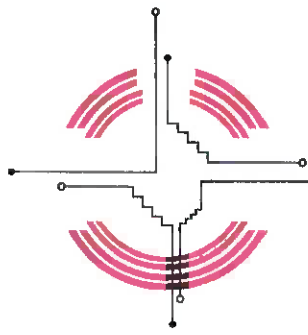
The Navajo Nation Preference in Employment Act applies to all hiring, promotions or transfers of individuals into this position.

KNOWLEDGE, SKILL AND ABILITY REQUIREMENTS:

- Knowledge of retail and bookstore maintenance and operations.
- Knowledge of inventory systems.
- Knowledge of management techniques.
- Knowledge of demographics, purchasing patterns and behaviors.
- Knowledge of modern office practices, procedures, and equipment.
- Skill in supervising assigned staff.
- Skill in operating business computers and office machines, including in a Windows environment, specifically Word, Excel, Access, and presentation software (such as PowerPoint).
- Ability to write reports and business correspondence.
- Ability to work independently and meet strict time lines.
- Ability to establish and maintain good working relationships with the individuals of varying social and cultural backgrounds.
- Ability to communicate effectively in the Navajo and English language.

PHYSICAL DEMANDS:

- While performing the duties of this job, the employee frequently sits, stand, walk, bend, stoop, and squat.
- Use hands for dexterity of motion, repetitive movement of both hands.
- Have normal auditory, visual acuity, and verbal communications skills.
- The employee must occasionally lift and carry up to 25 pounds.



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WORK ENVIRONMENT

- Work is typically performed within an office and bookstore with normal noise levels.
- Tight time constraints and multiple demands are common.
- Evening and/or weekend work may be required. Extended hours and irregular shifts may be required.