

WARTBURG COLLEGE
Position Announcement
Bookstore Manager
January 15, 2012

(Revised qualifications 2/9/12)

Full-time, twelve-month position includes excellent benefits. The manager is responsible to the Vice President for Student Life for managing the College Bookstore, hiring and supervising staff and student workers, and generating revenue for the College.

Principal Duties and Responsibilities

I. Responsible for the overall operations of the Bookstore (25%)

- Establish and review store philosophy, policies, procedures and hours; resolve situations involving exceptions to procedures and policies
- Set and review goals and objectives
- Research and update software
- Keep up-to-date on industry trends
- Maintain procedures to record sales and expenses
- Create reports for Board of Regents and other division needs.
- Conduct and oversee year- end inventory process

II. Financial Analysis (15%)

- Determine percentage mark-up on all products
- Prepare financial budgets
- Propose, justify and project cost for needed equipment
- Balance cash registers and prepare deposits daily
- Prepare annual fiscal inventory reports and communicate with Business office
- Verify budget reports for accuracy
- Assign product code, approve and forward invoices to Controller

III. Textbooks/Merchandising (30%)

- Collect textbook course request information from faculty
- Determine quantities and order textbooks
- Plan and implement book buy-back
- Return books to publisher in a timely manner
- Organize and prepare for book rush, book buy-back and special events
- Determine product mix
- Order clothing, gifts, Wartburg paraphernalia, postage and general merchandise
- Plan and implement sales and promotions through web sites, ads, posters
- Merchandise effectively, including in-store displays
- Coordinate production and sale of academic planner
- Assist with checking in freight when necessary

IV. Customer Service (10%)

- Represent Wartburg College favorably to prospective and current students, faculty, staff, and visitors.
- Buy back books during each final exam week
- Correct and solve customer relation problems
- Assist customers with selection and purchase of merchandise
- Coordinate ordering and distribution of academic apparel and graduation announcements
- Provide special order services

V. Personnel (10%)

- Hire, train and supervise personnel including student workers

- Supervise daily performance of workers
- Assign projects to clerical staff and student workers
- Communicate daily about problems, concerns and ideas
- Evaluate job performance

VI. Problem Resolution (10%)

- Correct errors on invoices and statements
- Resolve problems with vendor shipments
- Resolve occasional stolen book and shoplifting issues
- Resolve all customer service issues

Equipment Used

- Nebraska Book Company WinPRISM
 - Inventory Control
 - Point of Sale
- Nebraska Book Company; CampusHub, WebPRISM

Supervision

Employee is responsible for determining own work assignments referring to policies and general objectives for guidance. Employee independently devises new methods to meet conditions and confers with supervisor regarding unusual matters.

Qualifications

Required:

- BA in Business, Marketing, Accounting or closely related major;
- five years of experience in retail or comparable environment, including at least two years at supervisory level;
- strong financial management, customer service, and problem-solving skills.

Preferred:

- hands-on experience with inventory control and/or point-of-sale systems;
- experience in a higher education environment.

Application Process

Send **letter** of interest including a statement regarding qualities you offer within the context of the Wartburg College mission, **résumé**, and contact information for three **references** electronically to: hr@wartburg.edu or by mail to Jane Juchems, Director of Human Resources, Wartburg College, 100 Wartburg Blvd., Waverly, Iowa 50677-0903. See www.wartburg.edu for further information about the college and the city of Waverly. Screening begins immediately and continues until position is filled.

WARTBURG COLLEGE is a selective liberal arts college of the ELCA, nationally recognized for community engagement. As an affirmative action, equal opportunity institution, Wartburg College actively seeks applications from underrepresented groups.