SALES RECONCILIATION AND CUSTOMER SERVICE COORDINATOR  
Bookstore

POSITION SUMMARY

Reporting to the Bookstore Manager, the Sales Reconciliation and Customer Service Coordinator assists in the overall daily operation of the Bookstore. Assumes primary responsibility in organizing and supervising the sales floor, including point-of-sale operations, merchandise displays, customer service; scheduling, training, supervising and monitoring student staff; cash control, and revenue reporting. Follows and aligns cash and accounting practices with division and College protocols. Responsible for daily sales reconciliation, preparing daily and monthly review reports and bank deposits. Monitors and reconciles monthly credit card statements. Responsible for social media marketing and postings that enhance the visibility of the store and promote sales. Assists with website development and serves as point person for daily maintenance of on-line merchandise inventory and promotions. Point person for annual inventory process. Purchases and maintains stocks of trade books including Oxy authors. Personally staffs author sales events on campus and orders and returns author event books. Provides back-up at other off-site events as needed.

SUMMARY OF DUTIES, RESPONSIBILITIES AND GOALS

SALES RECONCILIATION
1. Primary responsibility for cash control. Ensures College and division protocols are observed for cash management.
2. Prepares daily and monthly revenue reports and bank deposits. Verifies that daily credit/debit totals on reports match the processor. Enters reports in Banner. Ensures College and division protocols are observed for data entry.
3. Oversees procedures for IDC charges and Bengal Bucks.
4. Reconciles month-end credit card statements, vouchers and IDC charges.
5. Supervises data entry student employee(s) in maintenance of spreadsheets and accounting files.
6. Leads and supervises annual inventory process. Prepares floor map, maintains count log/sheets, and ensures that procedures are followed.

CUSTOMER SERVICE
1. Develops, maintains, and implements Bookstore policies and procedures for customer service protocols.
2. Trains, supervises, schedules, and audits performance of student personnel to ensure compliance with point-of-sale (POS) procedures and maintain overall levels of high quality customer service.
3. Allocates responsibilities and assignments to student staff. Monitors productivity levels.
4. Maintains a consistently clean, safe, and attractive sales floor.
5. Develops and implements merchandise displays and seasonal decorations.
6. Provides backup to the cashiers and assists on the sales floor as needed.
7. Assists with sales at events outside of the bookstore.

SOCIAL MEDIA AND ON-LINE SALES
1. Responsible for frequent posting and marketing of merchandise and events on social media, including (but not limited to) Facebook, Instagram & Pinterest. Aligns postings with campus events such as Orientation, Homecoming...
and Family Weekend, Commencement, and Reunion Weekend, as well as ongoing promotion of store merchandise and on-line and in-store sales events.

2. Provides daily maintenance of on-line merchandise. Takes photos of merchandise and creates descriptions. Adds and removes items, strategically highlighting merchandise to maximize sales.

3. Fulfills on-line orders and maintains service-oriented communication with on-line customers.


TRADE BOOKS

1. Assembles books for sale, including Oxy Authors, best sellers and other selections. Stays informed on upcoming new releases, edition changes and binding changes for Oxy Authors. Plans and places orders with publishers, wholesalers and distributors. Submits invoices and credits to the Business Office.

2. Reduces or expands the inventory, optimizing balance of number of titles and revenue. Manages the computerized inventory system. Organizes and closely monitors the book returns process, ensuring that unsold books are returned in a timely manner for credit.

3. Partners with on-campus entities by ordering books to complement 13-15 author appearances & campus conferences plus additional author books for in-store sales each academic year. Organizes co-sponsorship and sponsorship of author appearances. Staffs ad-hoc author sales events during regular work hours and adjusts hours for evening events.

Other Duties

1. Attends and participates in meetings, conferences etc., as assigned or appropriate.

2. Provides backup support and relief coverage throughout the Bookstore operation as needed.

QUALIFICATIONS

- College education preferred.
- Proficiency in social media marketing and website management.
- Minimum one-year experience with cash control and bookkeeping procedures. Ability to work accurately and effectively with financial data and computerized systems.
- Must be proficient in using POS systems (preferably Nebraska Book-PRISM), and inventory control software (preferably Nebraska Book PrismRBS formerly known as WinPRISM). BANNER experience desirable.
- Minimum two years’ experience in customer service, preferably in a retail setting. Strong commitment to providing outstanding customer service, as well as instilling this commitment in others.
- Effective supervisory skills, including the ability to lead and develop a workforce made up entirely of part time student employees.
- Effective and clear verbal and written communication skills.
- Position-appropriate analytical reasoning and problem-solving skills, with the ability to multitask, plan, set, and achieve goals.
- Must be proficient in using EXCEL and MS WORD, multi-function office devices, and e-mail.
- Ability to work with students, faculty and staff of diverse backgrounds as part of an educational team.

The position requires moderate physical effort, including:

- Lift/carry up to 35 pounds on a daily basis
- Occasional reaching, stooping, bending, kneeling, and crouching
- Moderate standing, walking, carrying

Occasional schedule adjustments are required for special events.

APPLICATION INSTRUCTIONS
Please submit a resume and cover letter explaining how your qualifications meet the requirements of the position to bookstore@oxy.edu and resumes@oxy.edu.

Satisfactory completion of a background check is required as a condition of employment, but only as permitted by federal, state, and local law, including the City of Los Angeles Fair Chance Initiative for Hiring Ordinance.

We will consider for employment all qualified Applicants, including those with Criminal Histories, in a manner consistent with the requirements of applicable state and local laws, including the City of Los Angeles’ Fair Chance Initiative for Hiring Ordinance.