Our Mission: It is the mission of Saint Michael’s College to contribute through higher education to the enhancement of the human person and to the advancement of human culture in the light of the Catholic faith.

Major Objectives:
- A financially sound Campus Store service is provided to students, faculty/staff, alumni, parents, etc.
- All aspects of Saint Michael's College Campus Store operations are managed
- Fiscal year revenue goals are reached, while maintaining a set expense limit to allow a net return to the College general fund
- All Campus Store employees (full-time, part-time, and work-study Students) are supervised

Essential Duties and Responsibilities:
- Manages all Campus Store employees and assigns work, resolves problems, conducts performance evaluations, and makes recommendations for hiring and firing
- Trains new employees and helps them acclimate to Store protocol
- Processes any invoices and/or credits on Datatel for Accounts Payable
- Maintains necessary textbook inventory, whether it is book returns or book ordering
- Monitors budgetary performance of the Campus Store, monthly and daily
- Oversees online Campus Store website
- Supervises duties related to Commencement, including ordering regalia, DVD availability, etc.
- Administers daily and end-of-semester textbook “Book Buy Backs”
- Attends annual Campus Store industry trade shows, or ensures that the Merchandise Coordinator attends
- Prepares and processes year-end inventory counts and figures
- Tracks Campus Store industry trends
- Maintains appearance of Campus Store, including furnishing with fixtures
- Manages all shipping and receiving of goods to and from Campus Store
- Answers frequent phone calls and e-mail messages from customers with questions/concerns
- Coordinates textbook reservation system
- Coordinates textbook rental program
- Utilizes and oversees textbook inventory system, point of sale cash register system, and general merchandise system

Secondary Responsibilities:
- Supervises daily cash-up of previous days sales
- Manages ordering processes of the Merchandise Coordinator
- Verifies and approves employee timesheets
- Supervises workers in the front end of Campus Store
- Assists with front end cashier duties as needed

Positions Supervised:
- Merchandise Coordinator (1)
- Customer Service Representative (1)
- Seasonal temporary employees (up to 7)
- Work study students (up to 25)
Major Contacts:
- Student workers and customers
- SMC faculty/staff
- Alumni
- Parents
- Friends of the College
- Vendors

Demonstrates Excellence:
- Displays outstanding, multi-faceted verbal, written and face-to-face communication skills with all customers
- Deals professionally with reactionary behaviors from customers and students regarding the prices of textbooks
- Works to reach successful compromises about Campus Store policies with customers in challenging situations
- Consistently considers excellent customer service as the Store’s number one priority
- Maintains Campus Store inventory to produce anticipated revenue and return to the College general fund

Education and Work Experience:
- Bachelor’s degree or equivalent combination of education and experience
- Two to five years managing a college/university store
- Previous experience with Accounts Payable systems a plus
- Previous experience with textbook & general merchandise systems and point of sale system a plus

Analytic Skills:
- The ability to assess the results of various analytical techniques in order to identify cause-and-effect relationships and then develop plans to change a situation.

Language and Literacy Skills:
- Reads and interprets a wide range of information. May interpret documents to others. Regularly writes reports and correspondence. Able to shift writing style as needed for different audiences. Regularly explains policies, listens to questions, responds, and problem solves. Speaks to individuals and small groups effectively.

Computer/Technology Skills:

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Licenses, Certifications and Other Requirements:
- None required

Physical Demands:
Work is often performed in a typical non-office environment requiring:
- Standing and/or walking for extended periods of time
- Reaching by extending hand(s) or arm(s) in any direction
- Dexterity sufficient to manipulate objects with fingers, for example operating a computer keyboard
- Basic agility for lifting and maneuvering large amounts of weight
Saint Michael’s College
Job Description
Job Title: Bookstore Manager

- Communication skills using the written and/or spoken word
- Vision sufficient to see objects within normal parameters, peripherally and at a distance
- A great deal of physical effort, often required to balance, stoop, kneel, crouch or crawl
- Some degree of exposure to physical risk

While performing the duties of Campus Store Manager, the employee is occasionally required to lift and/or move more than 100 pounds.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with a disability to perform the essential functions

Additional Requirements for the Job:
- Available to work extended or weekend hours at the start of each semester
- Occasional travel to trade shows and conferences as needed

The above job description in no way states or implies that these duties are the only duties performed by this employee. The incumbent is expected to perform other related duties necessary for the effective operation of the College.