

**PANOLA COLLEGE  
JOB DESCRIPTION**

<b>JOB TITLE:</b>	College Store Manager	<b>FLSA status:</b>	Exempt
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<b>DEPARTMENT:</b>	College Store	<b>REPORTS TO:</b>	Controller
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**Position summary:** This is the primary academic bookseller and provider of supplies in support of the academic programs and events for Panola College. This position provides general merchandise, books, gifts, official college logo gear, food and snack products, computer software, and other supply items for students and employees. Shipping, receiving and mail center is also located in the college store. This position reports directly to the Controller, keeping him/her abreast of all planning, organizing, staff and development of Panola College Store.

**Position responsibilities:**

- The manager is responsible for communicating with faculty and administration and keeping essential administrators informed regarding progress toward goals and critical issues impacting students, operations, and revenues.
- Primary responsibilities include ensuring timely arrival of supplies to support and facilitate the academic mission of the institution, general books, schools and office supplies and other necessary merchandise.
- Responsible for the development and implementation of the marketing philosophy and sales strategy. Manages and oversees all social media interaction and performances through detail report tracking.
- Must develop special events and sales for the store, including, but not limited to, semi-annual tent sale, National Student Day, SGA 5K, move-in day, orientation and sporting events.
- Supervises personnel of store as necessary, including temporary and student workers. This position will be responsible for the hiring of new employees which includes writing job descriptions, developing recruitment strategies, defining screening criteria, interviewing candidates, and making hiring recommendations. Develop new staffing patterns and hire classified personnel as openings occur. Oversee hiring and training of student and part-time employees. Schedule and lead orientation for all new store employees. Supervision also includes managing leave; responding to informal grievances; developing performance plans and standards and evaluating employee performance; recommending and administering corrective actions; recommending disciplinary action; assessing training needs and finding training resources; determining work schedules and work assignments; and maintaining a positive working environment .
- Supervises the selection and ordering of all non-book merchandise. Develop and maintain a system for inventory control and a buying plan. Meet with sales representatives as necessary.
- Develops the sales strategy and determines appropriate merchandise to meet the demands of the customers while ensuring appropriate merchandise mix.
- Review, and change when necessary, all policies, procedures, systems and goals such as purchasing, accounting, pricing, merchandising, inventory controls, etc.
- Develop and maintain rapport with students, faculty, administration and staff. Negotiate with students, faculty, administration and staff regarding all issues related to merchandise, books, and services provided.
- Must resolve issues with faculty/staff and students related to returns, missing textbooks, incomplete orders, pricing questions, buyback, special orders, price breaks for different quantities, emergency orders, late orders, incomplete orders, and backorders. Manages all supply orders for faculty and staff.
- Nationally and regionally, develop and maintain contact and rapport within the college store industry in order to receive assistance and find information. Utilize other colleges and universities to stay current with “best practices” in the store industry as well as ensuring that the store is receiving the best value for its purchasing dollar.
- Participates in the NACS financial reporting survey yearly and enters all appropriate industry acknowledgements.
- Develop and maintain contact and rapport with companies and representatives, insuring adequate supplies of needed books and merchandise. Coordinates appointments with sales representatives to place orders and keep abreast of new and emerging product lines. Negotiate with vendors and suppliers to ensure best price and best service.
- Maintain current knowledge of the latest techniques of buying, displaying, merchandising and stock control. Update knowledge of latest display and merchandising techniques to enhance the look of progress in the image of the store. Update knowledge of all trends in the college store industry and the general fields of retailing and management.
- Continually evaluate total environment of the store from receiving dock to sales, deal with fiscal, personnel, students, faculty, administrative, and industry changes.
- Serves on committees, boards and task forces as deemed appropriate.
- Create fiscal budget for all store operations. Review monthly statements with the ability to analyze retail performance using fiscal indicators. Evaluate budget expenditures to ensure maximum return on investment. Reconcile any discrepancies found in the financial reports. Make recommendations to the Controller concerning budgetary needs of the College Store.

- Plan, schedule and lead staff meetings and management team meetings for sales training and discuss policies, procedures, general information, etc.
- Anticipate needs relating to the store of special events and activities on campus and plan promotions to benefit the customers, enhance the store image and increase sales.
- Assists in the development of the store's website. This includes coordination of the items of the website and the processing of customer orders.
- Develop and maintain return policy for the purchase and resale of textbooks, electronics, supplies, sundries, and soft goods.
- Perform such yearly and periodic inventories as will assure adequate availability of textbooks and general merchandise and orders out-of-stock merchandise utilizing an open-to-buy budget.
- Responsible for packing and shipping of returned merchandise (i.e. overstock, defective, etc.) as warranted to the supplier. Assist textbook buyer with textbook returns as well.
- Responsible for processing and ordering all graduation regalia for student participants and other ceremonial products.
- Prepares merchandise budget for specified departments. Plans to include: sales forecast, cost of goods sold, stock turn projections, shrinkage forecast, initial margin, open-to-buy plan.
- Assists in the daily operation of the store at cash register, with customer service or as needed on the sales floor and/or shipping receiving area.
- Perform all other duties as assigned.

**Minimum Position Requirements:**

- Associate's degree and at least 3 years' experience directly related to the responsibilities specified required. Bachelor's degree in retail, marketing, or business preferred. Experience in a retail environment preferred.

**Knowledge, Skills, and Abilities Required:**

- Strong interpersonal and communication skills.
- A strong public service orientation to work well with faculty, staff, students, and the community.
- Ability to supervise and train employees, to include organizing, prioritizing, and scheduling work assignments.
- Ability to foster a cooperative work environment.
- Strong computer skills.
- Some skill in budget preparation needed.
- Ability to work with a diverse team in a fast-paced environment.
- Enthusiasm and the ability to thrive in an atmosphere of constant change.

**Physical Demands and Work Environment:**

- Work is normally performed in a typical interior/store work environment.
- No or very limited physical effort required; however, the employee must occasionally lift and/or move up to 50 pounds.
- No or very limited exposure to physical risk.
- Some travel required.