

POSITION DESCRIPTION

POSITION TITLE: Bookstore Clerk

ORGANIZATIONAL UNIT: Institutional Operations & Finance	REPORTS TO: Bookstore Manager	REVISION DATE: 04/19
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I. NARRATIVE GENERAL DESCRIPTION

This is an hourly position and is under direct supervision of the Bookstore Manager. The Bookstore Clerk will provide excellent customer service and will be able to conduct business in the absence of the Bookstore Manager, including making needed decisions. This position will have a working knowledge of all areas including cleaning and maintenance.

II. FUNCTIONAL RESPONSIBILITIES

- A. Provide excellent customer service to all customer, including cashier duties and retail floor support.
- B. Maintain confidentiality on all student information in the Bookstore.
- C. Remain calm in stressful situations.
- D. Ensures supply/merchandise shelves are stocked and maintained.
- E. Assist with planning and organizing the location and display of merchandise to achieve maximum utilization of space.
- F. Assist with daily operations of the bookstore.
- G. Ensures register balances at the end of the day.
- H. Be present at peak periods, including rush, textbook returns and buyback, special sales events, and end-of-year inventory counts.
- I. Perform any other duties required or assigned.

III. REQUIRED KNOWLEDGE AND SKILLS

- A. Knowledge of general office procedures and bookkeeping knowledge.
- B. Ability to learn new procedures including point of sale system.
- C. Outstanding people skills and flexibility.
- D. General computer literacy and the ability and willingness to learn new programs.
- E. Ability to work with diverse populations.
- F. Multi-task, including, but not limited to answering phones, running a cash register, helping customers on the floor.

IV. REQUIRED EXPERIENCE

- A. Retail sales with experience in working with the public preferred.
- B. Prefer one year working in a Bookstore environment.
- C. Basic computer skills including spreadsheet and word processing programs.

V. REQUIRED EDUCATIONAL BACKGROUND

High School Diploma/Technical certificate or its equivalent is required.

VI. PHYSICAL REQUIREMENTS

Lifting up to 20 lbs. frequently and up to 50 lbs. occasionally
Carrying up to 10 lbs. frequently and up to 50 lbs. occasionally.
Bending frequently and squatting, and reaching above shoulder level occasionally.

VII. WORK ENVIRONMENT

The work requires moderate physical exertion such as long periods of standing, repetitively lifting lightweight objects with frequent bending or stooping, recurring lifting of moderately heavy items such as merchandise and textbooks. Occasionally lifts heavy objects.

Note: Physical requirements change during rush, book returns, and inventory. These times require more bending, standing, walking, lifting and carrying. Items marked above are subject to what time of the year it is in the bookstore, whether we are in rush, textbook returns, annual end-of-year inventory, etc. We do receive freight over 50lbs. at time but try to get another employee's help if necessary to lift. Ability to sit and/or stand for long periods of time is a requirement of the job.