

POSITION DESCRIPTION

POSITION TITLE: Bookstore Sales Associate

ORGANIZATIONAL UNIT:	REPORTS TO:	REVISION DATE:
Institutional Operations & Finance	Bookstore Manager	09/2020

I. NARRATIVE GENERAL DESCRIPTION

The Bookstore Sales Associate is responsible for assisting the Bookstore Manager with the sale of College instructional materials and merchandise, while providing quality customer service in a fast-paced environment. The Sales Associate will be responsible for assisting with traditional and online sales, shipping, and receiving of merchandise. They must also be able to conduct business and make decisions in the absence of the Bookstore Manager.

II. FUNCTIONAL RESPONSIBILITIES

- A. Provide excellent customer service for face-to-face and online customers, including cashier duties, retail floor support, and phone assistance.
- B. Operation of the store's point-of-sale (POS) computer system. This will include cash register sales, opening and closing procedures, customer record maintenance, inventory record maintenance, etc.
- C. Ensures register balances at the end of the day.
- D. Be present and assist during peak periods, including rush, textbook returns and buyback, special sales events, and end-of-year inventory counts.
- E. Assist in maintaining fully stocked sales floor; organize displays to achieve maximum utilization of space and eye appeal.
- F. Assist in the ordering of non-textbook merchandise including supplies, apparel, and gift items; offer ideas for expanding and improving services and product offerings to customers.
- G. Assist in development of a yearly marketing plan to include sales events, social media communications, and game day sales.
- H. Oversees timely updates to website and innovates features consistent with industry changes; includes building and refreshing online merchandise catalogs and photographing and editing products for website use.
- I. Assists with online order processing and fulfillment; fulfilling, processing and shipping of course materials, apparel and gift online and mail orders.
- J. Create fun and shareable multimedia content promoting our products, services, and sales events to share on selected social media platforms and email.

- K. Promote and sell apparel and gift items at specific athletic events. This could include football and basketball games, as well as other athletic games.)
- L. Perform any other duties required or assigned.

III. REQUIRED KNOWLEDGE AND SKILLS

- A. Maintain confidentiality on all student information in the Bookstore.
- B. Ability to remain calm in stressful situations.
- C. Excellent personal relation skills and flexibility.
- D. Ability to work with diverse populations.
- E. Knowledge of general retail procedures and bookkeeping knowledge.
- F. Ability to learn new procedures including point of sale system.
- G. Understanding of computer system operations, and ability and willingness to learn new programs.
- H. Working knowledge of Microsoft Office applications (Word, Excel, etc).
- I. Ability to multi-task and work under pressure.
- J. Knowledge of social media platforms and online selling

IV. REQUIRED EXPERIENCE

- A. Retail sales with experience in working with the public preferred.
- B. Basic computer skills including spreadsheet and word processing programs.

V. REQUIRED EDUCATIONAL BACKGROUND

Associate Degree required. Experience in college bookstore or other retail business may be considered in lieu of education requirement.

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 times 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.

EQUAL EDUCATION STATEMENT: Coffeyville Community College is committed to a policy of educational equity. Accordingly, the College admits students, grants financial aid and scholarships, conducts all educational program activities and employment practices without regard to race, color, religion, sex, national origin, age, marital status, ancestry or disabilities. CCC is an Equal Opportunity Institution.