

JOB TITLE: Bookstore Sales Clerk

DEPARTMENT: Bookstore

LOCATION: Union Campus

REPORTS TO: Coordinator, Bookstore, Mail & Imaging Services

FLSA: Non-Exempt

LEVEL: 101

DATE: 10/25/19; 05/22/09

POSITION SUMMARY: This position is responsible for performing sales, customer assistance, processing of merchandise and clerical duties in the campus bookstore.

EDUCATION, EXPERIENCE, and LICENSES/CERTIFICATIONS: (A comparable amount of training, education or experience may be substituted for the minimum qualifications.) Completion of high school/GED and 6 months related experience

ESSENTIAL TASKS: *Employee must be able to perform the following essential functions to the satisfaction of the employer's supervisor.*

- Assist customers with purchases.
- Answer phones.
- Receive and remove textbooks and other merchandise from shipping cartons and return textbooks and merchandise as required, maintaining daily records of items received and returned.
- Price and shelve textbooks and other merchandise.
- Sell textbooks and other merchandise, collecting, processing, and/or disbursing cash, checks, credit card charges as assigned.
- Prepare displays of merchandise and assist with relocation of stock when needed.
- Assist in maintaining bookstore stock inventory control records, providing a list of low stock items for reorder and items in need of elimination.
- Respond to or direct telephone and walk-in inquiries as appropriate, and provide information concerning stock availability and other bookstore activities to employees and students.
- Duplicate materials and assist with routine clerical duties such as processing incoming and outgoing mail and deliveries as requested.
- Assist with physical inventories, preparation of booklists, and buyback of used textbooks from students on a periodic basis.
- Perform routine closing procedure; counting cash drawer, shutting down computer system and cash registers.
- Opens or closes the bookstore in accordance with detailed procedures.
- Periodically clean retail fixtures to assure professional image of bookstore.
- Conduct college business in a professional and ethical manner that includes the College's core values of integrity, diversity, empowerment, service, learning and collaboration.
- Communicate effectively in a professional, tactful and courteous manner with students, employees, faculty and the general public.
- Ensure that all activities are conducted within the established College policies, FERPA guidelines and other applicable laws pertaining to employment and education.
- Perform assigned responsibilities, other related duties, and tasks according to established practices, procedures, techniques, and standards in a safe manner and with minimal supervision.

KNOWLEDGE, SKILLS, and ABILITIES: Knowledge of general office procedures. Ability to follow verbal and written directions. Working knowledge of bookstore sales procedures and practices. Ability to handle money responsibly. Ability to follow directions, read or copy information correctly. Ability to perform basic mathematic calculations. Excellent customer service and communication skills. Ability to operate bookstore equipment. A working knowledge of the procedures and practices used in registering and handling cash receipts. Familiarity with the inventory process. Ability to record bookstore transactions. Knowledge of proper lifting techniques. Ability to adjust working hours to include evenings and/or weekends. Ability to demonstrate safe work habits and safe use of equipment.

LEADERSHIP and COMMUNICATION SKILLS: Follow instructions or work orders; or read routine sentences, instructions, regulations, or procedures. Communicate using routine sentences, complete routine job forms and incident reports, or communicate routine information regarding daily activities.

DECISION-MAKING and ANALYTICAL SKILLS: Requires limited decision-making. Adhere to college and department policies, procedures, and practices. Perform job duties in a safe and efficient manner.

EQUIPMENT/SOFTWARE: Use office machines such as telephones, fax machines, copiers or 10-key calculators. Use computers for data entry and for word processing, spreadsheets, or custom applications. Use AS400; POS controller and cash registers; pricing machines, and credit card machines.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT: *The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job.*

Environment: Work is performed primarily in a retail bookstore setting with frequent interruptions and distractions; may work evenings and/or weekends.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand, walk for prolonged periods of time; regularly required to talk or hear; to occasionally stoop, bend, kneel, reach; to lift, carry, push, and/or pull up to 50 pounds.

POSITIONS SUPERVISED: None

SIGNATURE: *This job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualification required of employees assigned to the job.*

I have read and reviewed the job description and I agree to perform the duties according to my supervisor's expectations and the College's policies and procedures. I acknowledge the College's right to revise the job description.

Employee Signature/Date

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