

Position:	Bookstore Clerk	Position Control:	
Department:	Bookstore	Position Class:	Business & Human Resources
Gives Direction:	--	Unit:	Classified
Direct Supervisor:	Bookstore Manager	Salary Range:	10
Next Level Supervisor:	--	Hours per week:	19
Educ. Admin.:	Executive VP Admin Services	Months per year:	12
Date Established:		FLSA Exemption Status:	Non-Exempt

DEFINITION

Under general supervision provides direct customer service including cashiering, stocking, and merchandising for the college bookstore; performs general clerical and basic bookkeeping duties such as counting and reconciling daily cash receipts; performs other duties as assigned.

CLASS CHARACTERISTICS

Employees in this class have responsibility for cash register transactions, maintaining inventory, and assists in ordering supplies and books. Uses of computer software programs and other machines, cash register and inventory system are required.

REPRESENTATIVE DUTIES

The following duties are typical of those performed by employees in the classification, however, employees may perform other related duties not listed and not all duties listed are necessarily performed by each employee.

Greets and provides direct bookstore service to a diverse student customer population.

Provide a high level of customer service by answering questions via the telephone, electronically and in the bookstore.

Manage a cash register drawer and cash transactions during assigned shift.

Provide assistance with the daily bookstore operations.

Organizes, processes textbooks and course materials.

Receives and processes shipments and deliveries.

Maintains current inventory and assists with year-end inventory.

Open and close the store as assigned.

Perform bookstore software programs.

Assist in creating marketing for bookstore using social media and brand guide.

Perform related duties as assigned.

EMPLOYMENT STANDARDS

Minimum Qualifications

Education and Experience

High school diploma or equivalent and one (1) year of experience in wholesale/retail business including cashiering, stocking inventory and merchandising using a computerized cashier equipment in a wholesale or retail business. Possess the sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, and ethnic background of community college students.

Desirable Qualifications

Ability to work in a fast paced environment with varied work hours to meet the needs of the operation.

Clerical accounting experience.

Banner and Bookstore related software experience.

Personal

Ability and desire to work effectively with students, faculty, staff and the public.

Show initiative, poise, good judgment and tact.

Customer service oriented.

Be a team player in a busy educational environment with an emphasis on student success and public service.

Flexible and willing to assume other assignments as the need arises.

Possess the sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, and ethnic background of community college students.

Knowledge of

Effective methods of working with the public.

Effective communication skills.

Basic cashier duties.

Computerized word processing, spreadsheets, data entry, internet and email programs as well as use of cash register and ten-key adding machine.

Concept of marginal mark-up and tax calculations.

Return packaging procedures.

Maintain confidentiality.

Correct English usage, grammar, spelling, punctuation and vocabulary.

Clerical and office skills.

Accurate recordkeeping operations and guidelines.

Stock and inventory procedures.

Cash and credit card handling procedures.

Interpersonal skills using tact, patience and courtesy.

Telephone techniques and etiquette.

Ability to

Learn basic college procedures and programs for collecting and recording cash, charging materials to appropriate programs and maintaining and reporting financial records.

Ability to, continued

Communicate cordially and effectively with public, students and staff members in person and over the telephone.

Assist customers with purchases or specific inquiries.

Prepare Excel spreadsheets and maintain the point of sale computer system.

Revolve floor stock and maintain current stock items.

Prepare forms accurately and neatly.

Keep files current, accurate and in order.

Learn policies and procedures as they apply to the Taft College Bookstore.

Maintain neat and accurate records.

Learn college account data and point of sales software programs.

Learn and understand campus safety procedures.

Be efficient and well organized working within a specified timeline and multitasking in a fast paced environment.

Work independently.

Physical Requirements

1. Ability to work at a desk, a conference table or in meetings of various configurations.
2. Ability to stand and circulate for extended periods of time.
3. Ability to see for purposes of reading laws, codes, rules, policies, other printed matter, and observing students.
4. Ability to hear and understand speech at normal levels.
5. Ability to communicate so others will be able to clearly understand a normal conversation.
6. Ability to bend and twist.
7. Ability to lift and carry 40 lbs.
8. Ability to reach in all directions.

Reasonable accommodations will be made for candidates and employees with physical disabilities.

WORKING CONDITIONS

Assignments are typically 19 hours per week and 12 months per year.

May require over-time, holiday or weekend work to meet deadlines.

May be required to work an alternative work schedule such as a 9-80 or 4-10s.

Work is generally performed indoors but may involve traveling to district or county offices to complete assignments or for research, workshops, training or meetings.

ENVIRONMENT

Work is generally performed indoors, in a retail environment located on or near a college campus.

SUPERVISION

Supervision is received from the Bookstore Manager and/or the Executive Vice President of Administrative Services. May receive direction from the Bookstore Specialist and may provide direction to student workers. This position has no supervisory duties. May take or give work direction on projects as assigned.

DISCLAIMER

This position may be grant and categorical funded and continued employment may be contingent on adequate availability of funds.