

CUSTOMER SERVICES CLERK

DEFINITION

To assist in providing a variety of cashiering, purchasing, and inventory services; and to assist customers in obtaining books and supplies.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the College Bookstore Manager.

May exercise technical or functional supervision over assigned personnel.

EXAMPLES OF DUTIES

Duties may include, but are not limited to, the following:

Operate a cash register; receive money for purchases and make correct change; approve checks, refunds and exchanges according to bookstore policy.

Assist customers in obtaining books and supplies; answer general questions.

Maintain the cleanliness and neatness of check out stands and assigned stock areas.

Assist in general office duties; type, file, and answer phone calls; assist with store displays.

Supervise assigned personnel.

Order, price, and stock merchandise for assigned areas; maintain updated records, files, and documentation on purchases and inventory levels.

Assist with book buy-back seasonal refunds and inventory.

May assist with shipping and receiving duties; lift heavy boxes.

May be required to ring out cash registers, count currency, set up new tray, prepare daily report and bank deposits.

Perform related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

Principles, practices, and procedures used in retail purchasing and inventory control.

Proper operation of store equipment such as cash registers and calculators.

Effective oral and written communication skills.

Cashiering techniques and procedures.

(Over)

Skill to:

Efficiently operate a cash register and calculator.

Perform simple reference work and assist customers in the selection of books and supplies.

Exercise sound judgment in purchasing and identifying purchasing needs.

Keep abreast of price changes, stock location, description and prices.

Record and maintain proper documentation of purchases and inventory levels.

Understand and carry out both oral and written instructions.

Prepare and set up appropriate displays.

Establish and maintain cooperative work relationships with those contacted in the performance of required duties.

Experience and Training

Any combination of experience and training that would likely provide the required knowledge and skills is qualifying. A typical way to obtain the knowledge and skills would be:

Experience:

One year of experience as a cashier.

Training:

Equivalent to completion of the twelfth grade.