



BOOKSTORE SERVICE CLERK

Class Code	OT Status	EEO Category	Represented Status	Salary Grade	Effective Date	Status	Pages
	Non-Exempt	Clerical/Secretarial	PEU Local 1	45	07/01/2017	Classified	1 of 2

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 supervision from a departmental supervisor or manager.
- May receive technical or functional supervision from higher-level departmental personnel.
- May provide training and direction to student assistants.

EXAMPLES OF DUTIES

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

- Operates a point of sale system; receives money for purchases and makes correct change; approves checks, refunds and exchanges according to bookstore policy.
- Assists customers in obtaining books and supplies; answers general questions.
- Maintains the cleanliness and neatness of the bookstore and assigned stock areas.
- Assists in general office duties; keyboards, files and answers phone calls; assists with store displays.
- Orders, prices and stocks merchandise for assigned areas; maintains updated records, files and documentation on purchases and inventory levels.
- Processes book returns and buy back of students' textbooks.
- Assists with shipping and receiving duties.
- Prepares daily register tray; prepares daily reports and bank deposits.
- Performs related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

- Principles, practices and procedures used in retail purchasing and inventory control.
- Principles, practices and procedures of cash handling.
- Proper operation of store equipment such as point of sale systems, computers and calculators.
- Modern software applications (Microsoft Office Suite, etc.).

Skill/Ability to:

- 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.



BOOKSTORE SERVICE CLERK

Class Code	OT Status	EEO Category	Represented Status	Salary Grade	Effective Date	Status	Pages
	Non-Exempt	Clerical/Secretarial	PEU Local 1	45	07/01/2017	Classified	2 of 2

- Communicate effectively, both orally and in writing.
- Perform heavy physical labor, including lifting and moving items weighing up to 50 pounds.
- Establish and maintain cooperative work relationships with those contacted in the performance of required duties.
- Demonstrate understanding of, sensitivity to, and respect for the diverse academic, socio-economic, race, ethnicity, gender identity, sexual orientation, age, mental or physical disability, and religious background of all students, faculty and staff, and with all individuals encountered in the performance of required duties.

EXPERIENCE AND TRAINING

- One (1) year of experience performing customer service and cashier duties.

EDUCATION/LICENSE OR CERTIFICATE

- Possession of a high school diploma/GED or the equivalent.

Adopted: 07/01/17