

## College of the Redwoods

## Position Description

Position: Bookstore Assistant I	Position Number:
Department:	FLSA: Non-exempt
Reports to: Bookstore Manager	Salary Grade: 110

### **Summary**

Supports Bookstore operations by assisting customers with purchases, shipping-receiving- and displaying merchandise to preserve quality and enhance sales.

### **Essential Duties and Responsibilities**

- Operates cash register and assists customers with purchasing items from the bookstore in person and over the telephone. Greets customers with a professional demeanor. Handles cash transactions and processes credit card payments.
- Receives and verifies quantities and quality of merchandise purchased for resale. Receives and organizes book orders. Prepares all online orders for shipping.
- May organize shipping and receiving from one campus to another based on pre-determined needs.
- Monitors stock levels and restocks shelves with supplies when needed. Assists with ordering merchandise based on pre-determined re-order points.
- Enters merchandise into the point of sale system (POS). Keeps accurate inventory levels and prices updated in the inventory management system.
- Recommends merchandise based on feedback from customers. Contacts established sources for selection, pricing, and availability.
- Participates in beautification and general maintenance of store, including vacuuming, dusting and re-arranging stock as needed to ensure merchandise is properly presented.
- Performs other duties as assigned that support the overall objective of the position.

### **Qualifications**

#### **Knowledge and Skills**

Requires a basic knowledge of the Bookstore (or equivalent retail) operations, policies, and procedures. Requires well-developed cashiering and computer data entry skills. Requires operational knowledge of general retail office equipment. Requires sufficient customer relations skills to create a positive sales environment. Requires a basic understanding of stock replenishing and buying.

#### **Abilities**

Requires the ability to perform all of the duties of the position efficiently and effectively, with minimal supervision. Must be able to coordinate, and perform clerical work with speed and accuracy. Must be able to operate retail office machines including software programs

designed for retail support and transactions. Requires the ability to work closely with other staff and faculty to accomplish the overall objectives of the Bookstore.

- **Physical Abilities**

Requires sufficient ambulatory ability to stand, lift, and place light-to-medium weight items (under 30 pounds) onto shelves or displays on an intermittent basis. Requires sufficient hand-eye coordination to use a computer keyboard. Requires auditory ability to carry on conversations in person.

- **Education and Experience**

High School diploma or equivalent required. Supplemental college level courses in accounting or business strongly preferred. Minimum of one year of experience in customer service, cashiering or a related field required.

- **Licenses and Certificates**