

College of the Redwoods

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| Position: Customer Service Clerk | Position Number: |
| Department: | FSLA: Non-exempt |
| Reports to: Campus Store Manager | Salary Grade: 110 |

Summary

Supports campus store operations by receiving textbooks and merchandise. Assists in the merchandising of school supplies, clothing, and other retail items. Handles cashiering duties while assisting customers with purchases.

Essential Duties and Responsibilities

- Receives and verifies accuracy and quality of incoming deliveries. When necessary, work with vendors to ensure proper credit is received for damaged deliveries.
- Ensure all merchandise is properly priced.
- Pack and ship the following in a timely manner:
 - Merchandise to all College of the Redwoods campus locations
 - Customer orders
 - Unwanted items to vendors
- Operates cash register if needed and assists customers with purchasing items from the campus store.
- Participates in the general maintenance of the campus store.
- Performs other related duties as assigned that support the overall objective of the Bookstore.

Qualifications

Knowledge and Skills

Requires a working knowledge of retail operations, policies, and procedures. Must be detail oriented. Requires a working knowledge of Microsoft Office programs, the text-management program, 10-key adding machine. Requires sufficient math skills to perform basic math functions, calculate percentages, and understand the relationship between cost, retail and margin. Requires cashiering and customer service skills to affect a positive sales environment.

Abilities

Requires the ability to perform all of the duties of the position efficiently and effectively,

with minimal supervision. 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 to accomplish the overall objectives of the Bookstore. Requires the ability to train others. Must be able to assume tasks of other staff members in their absence or at periods requiring assistance. Must be able to work with a variety of people in seasonally high-pressure environment.

Physical Abilities

Requires the ability to routinely lift boxes up to 50 pounds and perform the physically demanding job of stocking merchandise. Requires sufficient hand-eye coordination to use a computer keyboard and 10-key at an advanced rate. Requires sufficient visual acuity to recognize people, numbers, and words. Requires auditory ability to carry on conversations in person.

Education and Experience

High School diploma or equivalent required.