

BOOKSTORE ASSISTANT
(Intermittent Employment Only)

DEFINITION

Performs a variety of general sales, stock, cashiering, and clerical tasks in a college bookstore during peak workload periods.

TYPICAL DUTIES

Unpacks books and merchandise deliveries and compares number of items received against purchase orders.

Marks and tickets merchandise.

Stocks and keeps bookshelves, counter space, displays, and sales areas neat and orderly.

Assists in taking inventories by counting stock on sales shelves and in storage.

Operates a cash register and collects cash, check, or charge payment from customers, makes change for cash transactions, and issues receipts.

Accepts returned merchandise and issues cash or credit vouchers in accordance with established policies.

Assists customers in locating and selecting merchandise.

Answers bookstore telephones, replies to routine inquiries, and takes messages.

Keeps records and files.

Types simple and routine forms, reports, and correspondence.

Performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

A **Bookstore Assistant** performs a variety of general sales, stock, cashiering, and clerical tasks in a college bookstore on an intermittent basis during peak workload periods.

A **Cashier** collects and registers money from merchandise sales and/or fees for services at an assigned campus location. Depending on assigned campus location, may perform additional duties related to merchandise sales, stocking and price marking or involving general cafeteria work.

SUPERVISION

Immediate supervision is received from a classified supervisor. Work direction may be received from clerical bookstore staff. No supervision is exercised.

CLASS QUALIFICATIONS

Knowledge of:

Customer service techniques for public contact in person and on the telephone
Basic operating features and capabilities of computer equipment and applications used in a bookstore
Basic arithmetic

Ability to:

Work effectively and cooperatively with, students, faculty, staff, and the public
Record data neatly and accurately
Follow oral and written instructions
Give clear and concise information
Learn bookstore sales and clerical procedures and practices
Learn cashiering procedures and practices
Learn bookstore policies and procedures
Learn clerical procedures associated with store keeping
Learn general and specialized software applications

MINIMUM QUALIFICATIONS

Education and Experience:

Graduation from high school or its equivalent.
Experience as a sales clerk in a retail business is desirable.