

**CROWDER COLLEGE
POSITION DESCRIPTION**

Status: FT, 12 months	Title CUSTOMER SERVICE ASSOCIATE-BOOKSTORE Webb City
Revised: 04/10/2014	Department BUSINESS & SUPPORT SERVICES
Level: Staff, Range 4	IPEDS CLERICAL & SECRETARIAL
FLSA: Nonexempt	Reports to BOOKSTORE MANAGER

POSITION SUMMARY

Responsible for bookstore operations, including customer service for students, faculty, and visitors in the sale of books, general merchandise, clothing and food; appropriate accounting of funds; coordination of bookstore supplies, displays, and security; and other duties as assigned by the Bookstore Manager.

MAJOR FUNCTIONS

1. Provide Bookstore services in a professional manner as needed to faculty, students, staff, and visitors.
2. Ability to design and maintain displays for everyday activities as well as the ability to create special event displays, seasonal displays, and fun event activities for both in-store and for any special events. Additionally will help the off-site locations as needed with store design, upkeep, and merchandise arrangement.
3. Oversee the Work Study students – scheduling and assigning duties and following thru to see that these duties have been completed. Train new work-study students on how to use the POS system, explain in detail what is required when opening and closing the store as well as informing work-study students of all policies and procedures of Bookstore operations.
4. Act as Bookstore liaison for promotional events that we are attending or hosting. Decorate the store for holidays and remove decorations as needed in timely manner. Advertise and post information for Rush and/or buyback, advising of any changes in hours or activity that would affect the students and staff.
5. Open the bookstore for daily operation, including preparation of the cash and computer system. Balance register(s) for the on-site store at the end of the day (Z-out drawers and count back to start balance). Ensure that drawers have plenty of change in them to begin the next day and a change order is prepared for the security staff to pick up the next morning. Ensure the cash drawer is secured appropriately.
6. Ensure that Convenience store has been cleaned, equipment broken down and food stocked prior to leaving for the day.
7. Order food items and supplies as requested by the Bookstore Manager, and request needed materials and goods from the Neosho campus.
8. Assist with maintaining Bookstore in a neat and orderly manner; maintain proper Bookstore security; and conduct physical inventories as needed, particularly at year-end in conjunction with auditors' requirements.
9. Perform other related tasks as assigned by the Supervisor/Bookstore Manager.

KNOWLEDGE AND CRITICAL SKILLS/EXPERTISE
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1. High School graduate or equivalent.
2. One (1) year of related work experience preferred.
3. Excellent communication and organizational skills including phone etiquette.
4. Ability to work independently with a minimum of supervision.
5. Ability to handle basic mathematical calculations.
6. Cash management skills.
7. Ability to establish and maintain professional conduct and positive working relationships with students, employees and community/vendor contacts.
8. Ability to lift up to 50 pounds.

EQUIPMENT/SOFTWARE

1. Operate standard office equipment such as computers, desktop calculators, cash register, postage meter, Credit card machine, fax, copiers, and telephones.
2. Ability to operate a personal computer using the Windows environment, key in data accurately, and use e-mail.
3. Ability to learn to maintain convenience store equipment including soda fountain, coffee, cappuccino and frozen drink machines

POSITIONS SUPERVISED

Work-Study and other student help as needed.

WORKING CONDITIONS

1. Generally indoors in a normal office environment with minimal exposure to temperature changes, noise, dust, and chemicals. Some travel to off-campus sites may be required, as well as loading/unloading of books, supplies, etc.
2. Normal college working hours, 40 hours per week, but adjustment of hours involving evening and/or weekend work is required from time to time, particularly during first and last weeks of each semester.
3. A neat appearance and appropriate businesslike apparel are required.

PHYSICAL DEMANDS

1. Requires mobility within the Bookstore and service locations.
2. Input and access information-using computers.
3. Light to heavy lifting (5 – 50 pounds) required periodically.

CREATIVE AND ANALYTICAL SKILLS

1. Ability to apply critical and analytical skills to successfully perform job responsibilities and carry out instructions furnished in written, oral or diagram form.
2. Ability to devise or modify methods or processes to solve specific problems.
3. Ability to design and maintain displays for everyday activity as well the ability to create special event displays, seasonal displays, and fun event activities for both in-store and for any special events. Additionally will help the off-site locations as needed with store design and merchandise arrangement.

LANGUAGE/COMMUNICATIONS SKILLS

Ability to communicate effectively with a variety of people, including faculty/staff, students and the general public.