

**CROWDER COLLEGE  
POSITION DESCRIPTION**

<b>Status:</b> FT, 12 months	<b>Title</b> CUSTOMER SERVICE ASSOCIATE-BOOKSTORE
<b>Revised/Reviewed:</b> 5/13/2019	<b>Department</b> BUSINESS & SUPPORT SERVICES
<b>Level:</b> Staff, Range 4	<b>IPEDS</b> CLERICAL & SECRETARIAL
<b>FLSA:</b> Nonexempt	<b>Reports to</b> BOOKSTORE MANAGER

**POSITION SUMMARY**

Responsible for assisting with bookstore, convenience store, and mail operations, including but not limited to customer service for students, faculty, and visitors; advising customers on purchases, assisting customers with location of items in the store, etc.; internet order processing; processing incoming and outgoing campus mail including UPS/FEDX shipments; and other duties as assigned by the Bookstore Director.

**MAJOR FUNCTIONS**

1. Provide Bookstore and Mailroom services in a professional manner as needed to faculty, students, staff, vendors, and visitors. Act as the Bookstore operator answering incoming phone calls, checking the phone at regular intervals for messages and maintaining the personalized greeting by changing as needed for holidays or event updates.
2. Ability to design and maintain displays for everyday activity 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.
3. Provide assistance as needed at the off-site locations with store design, upkeep, and merchandise arrangement.
4. Hire, train, and supervise 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 and detail that is required when opening and closing the store as well as informing work-study students of all policies and procedures of the Bookstore operations.
5. Act as Bookstore liaison for promotional events that we are attending or hosting, serving as the key contact person and organizer of these events. Decorate the store for holidays and remove decorations as needed in a timely manner. Advertise and post information for Rush and/or buyback. Advising of changes in hours or activity that would affect the students and staff.
6. Oversee internet sales. See that ordered items are sent out and billed properly. Monitor email requests regularly to process internet orders for books and merchandise. Photograph new merchandise items as they arrive and update the Bookstore website with new pictures and description of the merchandise and remove outdated merchandise as well. Sales of in-store items will need to be updated on the internet site as well.
7. Balance registers 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 to begin the next day and a change order is prepared for the security staff to pick up the next morning. Ensure that Convenience store has been cleaned, equipment broken down and food stocked prior to leaving for the day.
8. Assist with maintaining Bookstore in a neat and orderly manner and assign cleaning duties as needed to the work-study staff.
9. Maintain proper Bookstore security.
10. Perform other related tasks as assigned by the Supervisor/Director.

**KNOWLEDGE AND CRITICAL SKILLS/EXPERTISE**

1. High School graduate or equivalent. Associate Degree or equivalent preferred
2. Computer skills to include Microsoft Word, Publisher, Outlook, and Excel
3. Ability to take digital pictures and integrate to website
4. Retail store or convenience store experience required, supervisory experience preferred
5. One (1) year of full-time related work experience

6. Excellent customer service, communication and organizational skills including phone etiquette required.
7. Ability to gain knowledge of postal procedures and regulations
8. Ability to work independently with a minimum of supervision
9. Ability to handle basic mathematical calculations
10. Cash management skills including cash register operation experience
11. Ability to establish and maintain professional conduct and positive working relationships with students, employees and community/vendor contacts
12. 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. Experience with MS Word, Excel, and PowerPoint
4. 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. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
4. 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.
4. While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to handle or feel; reach with hands and arms; stoop, kneel, or crouch; and talk and/or hear. Specific vision abilities required by this job include close vision.

#### **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**

1. Ability to communicate effectively with a variety of people, including faculty/staff, students and the general public.
2. Ability to create an effective communication on social networks including our Website and our Facebook pages.