

## Job Description

Title: Bookstore Sales Clerk	Salary Band: A21
CBA Position: KCSS	Band Range: \$30,521-\$39,677
Department: Bookstore	FY14 Budget:
Reporting Manager: Dir. Of the Bookstore	Account Number:
Direct Reports: Yes	ICCB Class:
FLSA: Non-Exempt	KC Status (Class): Support Staff
Expected Hours of Work: 40	POSD:

### Job Summary:

Provide customer service to patrons in a retail environment with an emphasis in higher education.

**Supervisory Responsibilities:** Yes, may coordinate the work of part time and student workers.

### Minimum Qualifications/Basic Job Requirements:

- High School Diploma or equivalent
- 1-3 years of retail experience

### Illustrative Examples of Essential Functions:

- Provide front end customer service to patrons, including ringing of sales, processes exchanges and returns; provides product information to customers.
- Creates purchase orders and receives general merchandise; verifies counts and records discrepancies in inventory.
- Stock shelves maintaining appropriate inventory level; prepares product displays.
- Completes inventory checks; reports low stock levels.
- Balances cash drawer; prepares deposits.
- Monitors Bookstore for security purposes to prevent theft.
- Assigns work to student workers; reviews work assignments.
- Perform other duties of a similar nature as directed.

### (Core Competencies) Knowledge, Skills, and Abilities:

- Possess excellent organizational skills
- Ability to effectively manage multiple and competing priorities
- Demonstrate clear and effective written and verbal communication skills
- Provide strong and clear communication, customer service, and inter-personal skills
- Self-initiative and ability to work independently
- Able to cooperatively work with diverse groups of students and staff
- Understanding of general administrative processes and procedures
- Understanding of Microsoft Office Productivity Suite
- Understanding of basic computer operations and office equipment
- Demonstrates efficient keyboard and data entry accuracy and speed

**Workload Summary:**

*(Special physical requirements necessary for performance of the job)*

- Work is conducted in a busy retail environment with frequent interruptions
- Work is normally performed in an indoor setting; and this position requires reaching, standing, walking, repetitive motions for the appropriate maintenance of the bookstore.
- This position requires activity that may require incumbent to lift 50lbs on occasion; 20lbs frequently, and 10lbs consistently.

**Disclaimer:**

Kishwaukee College is an Equal Employment Opportunity Employer and any reasonable and timely accommodations in compliance with the Americans with Disabilities Act will be made upon documented request by the employee.

01/2014