

Job Description

Title: Bookstore Operations Assistant
CBA Position: KCSS
Department: Bookstore
Reporting Manager: Dir. Of the Bookstore
Direct Reports: Yes
FLSA: Non-Exempt
Expected Hours of Work: 40

Salary Band: B22
Band Range: \$33,756-\$47,259
FY14 Budget:
Account Number:
ICCB Class:
KC Status (Class): Support Staff
POSD:

Job Summary:

Provide customer service to patrons in a retail environment while coordinating the day to day activities of the bookstore.

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

Minimum Qualifications/Basic Job Requirements:

- High School Diploma or equivalent
- 3-5 years of retail experience

Illustrative Examples of Essential Functions:

- Coordinate the day to day activities of the Bookstore Operations; provide assistance, direction, and training to the Bookstore staff to ensure compliance with policies and procedures.
- Creates purchase orders and receives general merchandise; verifies counts and records discrepancies in inventory.
- Provide front end customer service to patrons, including ringing of sales, processes exchanges and returns; provides product information to customers.
- 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