

## POSITION DESCRIPTION

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**JOB TITLE:** Bookstore Customer Service Associate

**DEPARTMENT:** BOOKSTORE

**DIVISION:** FINANCE

**HOURLY WAGE:** \$16.05

**HOURS PER WEEK:** 40

**FLSA:** NON-EXEMPT

**IMMEDIATE SUPERVISOR:** Assistant Bookstore Director

**SCHEDULE DETAILS:** Classified Staff

**DATE OF LATEST REVIEW/REVISIONS:** April 2024

### Position Summary

Open the bookstore for operation and perform customer service responsibilities and courier responsibilities. This will include delivering mail and items as needed from the bookstore and all other departments to all off-campus locations and businesses as required. This position will transporting online merchandise and book orders to and from other locations. Help move books internally from storage to shelves each semester, help with assembly, packing, and billing of program books. This position will be responsible for check-in and check-out, delivery and pick up of rental books to area high schools as well as maintaining records of the books. The position will also work with the drop-off locations to ensure the books are all accounted for on delivery and pick up. Duties will include scheduling the delivery and pick up of rental books with area high schools. Some shopping or order pickup as needed. Additionally, this position helps with inventory as needed during the year and at year-end. It will be your responsibility to monitor and schedule the delivery vehicle for service as needed with the physical plant office manager.

### Essential Job Duties

- Open the store for operation daily including convenience store equipment i.e. coffee, cappuccino, fountain equipment
- Deliver items as needed between campus locations for all departments
- Bank duty as needed for change and money orders
- Help with incoming freight distribution
- Help with processing incoming and outgoing mail when needed
- Maintain paperwork for dual credit and rental items
- Provide good customer service to all other locations and business locations
- Operate computer system utilized by the bookstore including Point of Sale, Inventory and other report functions
- Utilize the POS system to complete either/or opening or closing of the store as needed
- Must be able to email, schedule, and communicate using Microsoft Office Products
- Use Jenzabar for student schedule printing
- Use UPS software as needed
- Move items between storage and the bookstore as needed
- When directed shop for items and/or pickup orders as needed for the bookstore
- Work with the Textbook Coordinator to arrange pickup and delivery of Dual Credit books to area high schools
- Help with Dual credit and rental book prep, pull rental to check out, inventory rental and textbooks as necessary
- Rental return pickup verification of inventory and check in of books at main campus
- Print schedules for orders as needed, pull ecommerce orders and prepare for processing. Process when directed
- Help with fiscal year end inventory
- Keep the van maintenance up to date as required by the security office
- Prepare and turn in needed paperwork as required for shopping, gas and other purchases
- Other duties as assigned

### **Required Knowledge, Skills & Abilities**

- High School graduate or equivalent
- One year of full-time related work experience
- Excellent Customer Service skills as well as excellent verbal and written communication skills
- Must possess a valid drivers license and have a clean driving record
- Ability to work independently with minimum supervision and able to report to supervisors needs or concerns
- Team player able to work on a team as needed or work individually on projects
- Operate basic office equipment, printer, scanner, fax, computer, phone
- Basic cash handling and math skills
- Ability to lift up to 50lbs

### **Positions Supervised**

- None

### **Working Environment**

- Indoor and outdoor. Office environment as well as in and out while loading/unloading the delivery vehicle. Could encounter all elements of weather
- Hours are based on the College schedule and your activity for each day. Occasional weekend work could be required especially during our peak season
- A neat appearance is required and appropriate apparel must be worn
- The work environment characteristics described here are representative of those 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

### **Physical**

- Skills to learn how to access information via the Crowder College computer network.
- Physical work required to accomplish job duties include, lifting, loading, stacking, using a dolly to push loads from one place to another. Must be able to lift up to 50lbs. Sometimes repetitive work with hands boxing and scanning.
- While performing the duties of this job, the employee is required to stand; walk; sit; use hands to handle or feel; reach with hands and arms; stoop, kneel, or crouch; and talk, see, and/or hear.
- The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

### **Language/Communication Skills**

- Ability to read and understand the English language.
- Ability to communicate effectively with a variety of people, including staff, students and the general public.
- Ability to understand oral or written instructions, and to ask appropriate questions for clarification.

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