

POSITION DESCRIPTION

JOB TITLE: SEASONAL CUSTOMER SERVICE ASSOCIATE

DEPARTMENT: BOOKSTORE **DIVISION:** FINANCE

SALARY RANGE: GRADE 3

FLSA: NON-EXEMPT

IMMEDIATE SUPERVISOR: TAMMY STARK

SCHEDULE DETAILS: CLASSIFIED/PART-TIME/JUNE 1- September 1/PEERS RETIREMENT

DATE OF LATEST REVIEW/REVISIONS: APRIL 2025

Position Summary: Customer service and support including online book order processing, shipping, packing, distributing. Additionally, will be customer service counter support, freight distribution, and training as needed on POS processes. Delivery as needed of orders to campus locations.

Essential Job Duties: Processing online orders and shipping and packing orders as required. Delivery when needed of online orders to other campus locations. Paperwork required for delivery must be created and filed when necessary. Customer service at the counter, operating the POS system, stocking both convenience store and retail store products as needed. Check dates on products to be sure they are not out of date, check sizes on clothing and be sure we have stocked all possible items. Keep the convenience store, counter and retail store areas clean. This involves policing the area, picking up trash, sweeping, mopping, dusting, counter wiping as needed.

Check in and distribute freight.

Check the phone messages daily and respond as needed.

Price and stock all new items as directed.

Process all online book orders and package for shipment or campus delivery as directed.

Training as needed with others on the process of POS operation and book order processing.

Required Knowledge, Skills & Abilities

- High School diploma or equivalent.
- Excellent communication and interpersonal skills.
- Ability to plan, organize, and implement responsibilities effectively.
- Ability to establish and maintain positive working relationships with students, other professionals, staff, and the public.

Preferred Knowledge, Skills & Abilities

- Microsoft Excel

Information Technology Abilities

- Ability to operate a personal computer using the Windows environment
- Ability to operate a personal computer within the Crowder College Network environment using the currently available Microsoft Windows operating system
- Ability to use E-mail and associated calendaring/scheduling applications
- Ability to perform basic word processing using MS Word
- Ability to perform basic spreadsheet functions using MS Excel
- Ability to learn and use other computer programs as needed

Positions Supervised

- None

Working Environment

- Indoors in a normal office environment with minimal exposure to temperature changes.
- A neat appearance and appropriate businesslike apparel are required
- 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

Physical

- Position involves 50% sitting and 50% mobility
- Other activities require lifting up to 50 pounds, moving materials from one place to another.
- Input, access and distribute information using computers.
- 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 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 the essential functions.

Creative and Analytical Skills

- Ability to define problems, collect data, establish facts, and draw valid conclusions.
- Ability to devise or modify methods or processes to solve specific problems.

Language/Communication Skills

- Ability to communicate effectively with a variety of people, including staff, students and the general public, in both written and oral mediums.

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