

BOOKSTORE CLERK

DEFINITION

Under supervision of assigned supervisor/manager, perform a variety of clerical tasks related to the operation of a college store.

TYPICAL DUTIES

Meet the public and answer inquiries about routine procedures and policies; operate cash register and standard office machines; approve checks, make refunds and adjustments; read and reset cash register at the end of the day/shift, count money received, balance total, and prepare related reports; oversee the work of temporary classified staff; assist in handling special orders for books and charges for students receiving aid for Veterans, Vocational Rehabilitation, county welfare funds, and other programs; assist in the process of purchasing used books; assist in receiving and pricing store merchandise; maintain stock levels of routine merchandise; file complete purchase orders, daily reports, letters and other documents; record and maintain inventory stock control records of paperback books and other store merchandise; assist in attractively displaying store merchandise; perform related duties as assigned.

QUALIFICATIONS

EXPERIENCE

Two years of experience related to the duties of the position.

One year of experience is equal to 12 months of experience at a maximum of 40 hours per week. Applicable part-time experience will be converted to the full-time equivalent for purposes of meeting the experience requirement.

SPECIAL REQUIREMENT

Any offer of employment will be contingent upon the successful completion of a medical evaluation.

KNOWLEDGE OF

Applicable policies, regulations, procedures and processes; effective customer service skills; how to compose effective correspondence; the structure and content of the English language including the meaning and spelling of words, rules of composition and grammar, and rules for letter and report writing; principles and practices of effective communication; how to train others to perform specific tasks; numbers, their operations, and interrelationships, including arithmetic at the level required to effectively perform the duties of the position; methods of handling money and making change; administrative and clerical procedures and systems, such as filing and recordkeeping techniques in a complex business environment; modern office practices, procedures and equipment.

ABILITY TO

Perform the essential functions of the position; sustain regular work attendance; work cooperatively and effectively with the public, students, faculty and staff; exercise initiative and mature judgment; interpret and apply applicable federal, state and local laws and regulations, District policies and regulations, and office processes and procedures; work as a member of a team; meet schedules and timelines; manage one's own time and the time of others; correctly follow a given rule or set of rules in order to arrange things or actions in a certain order; understand and effectively carry out oral and written directions; effectively communicate information and ideas orally and in writing based on the needs of the audience; read, write

and perform mathematical calculations at the level required for successful job performance; be aware of others' reactions and adjust interpersonal skills accordingly; handle personal and private information with discretion; prepare routine correspondence independently; effectively learn and operate equipment and software related to the duties of the position; use of technology to effectively perform responsibilities, such as word processing, spreadsheets, databases and desktop publishing; adapt to changing technologies; and work successfully with diverse populations.

Physical and Environmental Factors: May perform light to moderate work in temperatures above 80 degrees; maneuver, lift, reach and/or push frequently in the performance of duties; climb a ladder and stairs with heavy objects; may work above floor level up to 12 feet above ground; lift up to 50 pounds with and without assistance (objects are sometimes elevated from floor level to above shoulders).

TYPICAL EQUIPMENT USED (May include, but not limited to)

Current office technologies including computers, printers, faxes, telephones and copiers; other equipment common to the field to which the position is assigned.