BOOKSTORE ASSISTANT I/II

DEFINITION

Under general supervision, provides a variety of sales, stocking, shipping and receiving support for the operation of the College bookstore; performs related work as assigned.

CLASS CHARACTERISTICS

Bookstore Assistant I is the entry level in this retail sales and stock support series. Initially under supervision, in a training and/or temporary capacity, incumbents learn retail sales, display, stocking, and cashiering functions. This class is alternately staffed with Bookstore Assistant II and incumbents may advance to the higher level after gaining experience and demonstrating proficiency which meets the qualifications of the higher level class.

Bookstore Assistant II is the experienced level class of this series, fully competent to perform all duties involved with the day to day operation of a retail book and general merchandise store. This class is distinguished from the Bookstore Specialist classes in that the latter learn and perform textbook and/or merchandise buying, or perform the full range of bookstore retail support and cashiering duties.

EXAMPLES OF DUTIES (Illustrative Only)

- Greets customers, including students, faculty, administration and the public, and assists them in locating and selecting the appropriate books, instructional supplies and general merchandise
- Takes money, operates a cash register, makes change, writes up charge sales and bags purchases
- Totals and balances receipts at end of assigned shift
- Takes special customer orders and gives tie information to the appropriate buying staff
- Issues refunds in accordance with specified guidelines
- Receives books, instructional supplies and general merchandise
- Checks shipments against packing documents and notes discrepancies
- Prices merchandise according to established guidelines
- Places goods on retail shelves or displays or stores in a designated location
- Prepares special displays for merchandise
- Maintains inventory records and assists in taking physical inventory as required
- Packs and processes merchandise for shipping; maintains the bookstore in a clean and orderly condition
- Instructs and provides work direction to student assistants
Knowledge of:

- Correct business English, particularly related to verbal communication
- Business mathematics
- Basic retail sales and customer service principles and practices
- Basic office procedures, including filing and recordkeeping
- Basic cash control and cash balancing procedures

Skill in:

- Providing assistance to customers, including students, faculty, administration and the public
- Counting cash, totaling sales, and making change accurately
- Using initiative and sound judgment within established procedural guidelines
- Maintaining accurate logs and records related to work performed
- Providing work instruction and direction to student assistants
- Understanding and carrying out oral and written directions
- Establishing and maintaining effective working relations with those contacted in the course of the work

Note: Specific positions may require or desire bilingual skill in a designated second language.

Other Requirements:

Must possess sufficient strength and stamina to stand for several hours and to lift and carry boxes weighing up to 40 pounds. Must be willing to work weekends and off-hours shifts, depending upon bookstore opening hours.

A typical way of gaining the knowledge and skills outlined above is:

**Bookstore Assistant I:** Equivalent to graduation from high school. Some experience in a retail setting, including operating a cash register, is desirable.

**Bookstore Assistant II:** In addition to the above, one year of retail sales and or cashiering experience at a level equivalent to the College's class of Bookstore Assistant I.

Established: July 1991
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