BOOKSTORE OPERATIONS ASSISTANT

DEFINITION

Under general supervision, directs and participates in a variety of cashiering and routine to moderate financial business and accounting office support for the operation of the college bookstore. Performs related work as required and/or assigned.

CLASS CHARACTERISTICS

This single position focuses on two areas of responsibility at the campus bookstore. The incumbent performs the duties of the head cashier and also performs a variety of financial and accounting office support duties related to the head cashiering function. The position is characterized by the presence of established guidelines from which to make decisions; however, judgement must be used, particularly when dealing with a variety of College staff and students or representatives of the public or other organizations. This position is distinguished from the Senior Accounting Specialist position in that incumbents in the later class serve as a full-charge bookkeeper for a major college function. It is comparable to the Accounting Specialist classification in that both perform duties in that involve accounts receivable, accounts payable, lead cashiering, report preparation; however, the focus of this position is on the day-to-day cash operation of the bookstore, while the focus of the various Accounting Specialist positions may be on the specific accounting function to which assigned.

EXAMPLE OF DUTIES (Illustrative Only)

- Coordinates and oversees bookstore opening, closing and cash handling processes; balances and accounts for daily receipts; clears register of computer-produced charge, inventory and other records
- Arranges for the transport of monies to the College bank
- Handles difficult customer questions and problems
- Provides work direction and review to student assistants in the College bookstore; instructs staff in work procedures
- Takes money, operates a cash register, makes change, writes up charge sales and bags purchases; issues refunds in accordance with specific guidelines
- Performs accounting, business or financial office support work related to head cashiering duties in such areas as accounts receivable and cashiering
- Reviews and reconciles a variety of reports, computer output and related data, auditing and reconciling reports and information and posting data as required
- Researches and assembles information from a variety of sources for the completion of forms or preparation of reports; makes mathematical, financial or statistical calculations; uses a personal or on-line computer system to enter data and generates reports
- Reconciles cash drawers from the bookstore
- Performs a variety of office support work such as organizing and maintaining various files, typing or word processing, correspondence, reports, forms and specialized documents, and proofreading and checking materials for accuracy, completeness and compliance with College policies and regulations
- Operates standard office equipment; organizes work and follows up to ensure completion of assigned work
QUALIFICATIONS

Knowledge of:

- Retail cashiering and customer service principles and practices
- Cash handling and receipt balancing practices
- Basic knowledge of retail operations
- Basic financial recordkeeping, bookkeeping and basic governmental accounting principles and practices
- Basic methods and practices of cash control and management
- Basic business data processing principles and the use of word processing and spreadsheet programs
- Basic supervisory skills
- Office practices and procedures, including recordkeeping, filing and the operation of standard office and word processing equipment
- Correct business English

Skill in:

- Accurately handling, balancing and accounting for large sums of cash
- Preparing, maintaining and reconciling various financial, accounting, statistical, auditing and numerical records
- Making mathematic calculations with speed and accuracy
- Using sound judgment within established guidelines and procedures
- Reading, interpreting and applying rules, policies and procedures
- Scheduling, assigning and coordinating the work of retail staff
- Operating standard office equipment, including a personal computer
- Reading, interpreting and applying rules, policies and procedures
- Establishing and maintaining effective working relations with customers, staff, and others

Other Requirements:

Must be able to safely move boxes and equipment weighing up to 40 pounds. Must be willing to work bookstore hours, including weekends and off hour shifts.

Education and Experience:

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

Equivalent to graduation from high school and two years of retail sales and/or cashiering experience AND one year of office support experience which involved preparing and maintaining financial, accounting or numerical records.