

BOOKSTORE CLERK I

GENERAL STATEMENT:

Responsible for customer service functions within the Bookstore including servicing student, faculty and staff needs.

REPORTS TO:

Bookstore Manager

OCCUPATIONAL GROUP:

Secretarial and Clerical

FLSA: Non-Exempt

QUALIFICATIONS FOR APPOINTMENT:

EDUCATION:

High school diploma or GED; Associate degree preferred.

LICENSE OR CERTIFICATION:

None

EXPERIENCE:

Two (2) years work experience in retail and/or clerical. Experience in online processes for purchasing preferred. Experience with inventory control in retail preferred. Experience with Microsoft Office Word, Excel, and Outlook required.

OTHER:

Excellent interpersonal skills including, but not limited to: providing outstanding customer service to students and other Bookstore customers, maintaining a helpful, professional attitude and projecting a positive image for the college.

DUTIES AND RESPONSIBILITIES:

- Responsible for accurate completion of sales at the cash register including those by cash, check and credit card.
- Assist students in the selection of books and supplies required for specified classes.
- Assist faculty and staff with supply purchases and orders.
- Determine charging requirements for students with Financial Aid and inputting charges.
- Responsible for daily pick up of mail from Athens campus offices, sorting inter-campus mail and posting out-going mail.
- Stock textbooks according to the current system.
- Stock merchandise including clothing, accessories and supplies.
- Processing of textbook orders submitted online.
- Assist in updating website with current merchandise.
- Perform secretarial duties as assigned by Bookstore Manager or Assistant Manager.
- Required to open Bookstore daily.
- Serve as backup for Assistant Manager and Bookstore Clerk II.
- Other duties as assigned by Bookstore Manager or other appropriate supervisory personnel.

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PHYSICAL REQUIREMENTS:

- Within the general range of an office environment.
- May be required to lift, push, or pull 50 lbs.
- Frequent stooping, standing and walking.
- May require irregular evening or weekend hours.

The above job description has been reviewed with the employee and specific duties and responsibilities were explained. It was also explained that all questions concerning duties, responsibilities, working conditions, hours, etc., should be directed to the immediate supervisor.

Employee's Signature

Date

Supervisor's Signature

Date

All TVCC positions are security sensitive and require a criminal background check.

Approved: 02/08/95

Revised: 7/13/10

JD126