

BOOKSTORE PURCHASING CLERK

GENERAL STATEMENT:

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

REPORTS TO:

Director of Bookstore Services

OCCUPATIONAL GROUP:

Secretarial and Clerical

FLSA: Non-Exempt

QUALIFICATIONS FOR APPOINTMENT:

EDUCATION:

High school diploma or GED required; Associate degree preferred.

LICENSE OR CERTIFICATION:

None

EXPERIENCE:

Two (2) years' work experience in retail and/or relevant clerical position. Experience in online purchasing processes preferred. Experience with inventory control in retail preferred.

OTHER:

Microsoft Office Word, Excel and Outlook preferred. 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:

- Answer incoming calls regarding Bookstore inquiries.
- Assist in maintaining appropriate cash control, inventory security, and fraud prevention techniques in the campus store.
- Assist in purchasing supplies for resale at all campus bookstores.
- Assist in the purchase of break room supplies for all campuses.
- Assist faculty/staff with supply purchases and orders. Record department charges for supplies with appropriate signature from faculty/staff. Accumulate charges for monthly report prepared by Director of Bookstore Services.
- Perform duties related to college mail and courier services, including U.S. Mail and intercampus mail.
- Open Bookstore daily.
- Accurately complete sales at the cash register including those by cash, check and credit card.
- Daily pick up of mail from Athens campus offices, sorting inter-campus mail and posting out-going mail.
- Stock merchandise including clothing, accessories and supplies.
- Personally maintain, and assist other staff in maintaining a level of excellence in customer service.
- Assist students in the selection of books and supplies required for specified classes.
- Record financial aid charges for Bookstore merchandise to student accounts maintaining proper records as required by Business Office.
- Process textbook orders submitted online.
- Work assigned schedule and comply with timekeeping policy.
- Maintain confidentiality of information.
- Other duties as assigned by appropriate supervisory personnel.

PHYSICAL REQUIREMENTS:

- Stooping, kneeling, crouching, reaching, standing, walking, pushing, pulling, lifting, fingering, grasping, talking, hearing, seeing

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- Prolonged use of computer (repetitive motions)
- Sedentary to Medium Work
- Within the general range of an office environment
- 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: 07/16/2018

JD126