

Southeast Technical College

Sioux Falls School District 49-5

JOB DESCRIPTION

Bookstore Associate, Part-time

Department:	Operations and Finance, Bookstore	Job Status:	Part Time
FLSA Status:	Non-Exempt	Reports To: Receives Guidance and Training From:	Bookstore Manager Lead Bookstore Associate
Grade/Level:	Part-Time, Hourly pay rate as authorized by the Vice President of Finance and Operations	Amount of Travel Required:	None
Work Schedule:	Up to 20 hours per week as assigned. Flexibility to work up to 40 hours per week for a 2-week period during the Fall and Spring Semester School starts.	Positions Supervised:	None
Prepared By Title or Dept:	Human Resources Department	Approved By Title or Dept:	Vice President of Finance and Operations
Prepared By Date:	July 2020	Approved By Date:	July 2020

POSITION SUMMARY

Provide customer assistance and service throughout the entire bookstore including telephone and email assistance. Duties include performing sales transactions on the store's computerized Point of Sale System, routine office tasks, and assist bookstore staff with other duties assigned.

ESSENTIAL FUNCTIONS

Reasonable Accommodations Statement:

To perform this job successfully, an individual must be able to perform each essential duty. Reasonable Accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

Essential Functions Statement(s)

- Provide knowledgeable and Friendly Customer Service to customers and staff who visit the bookstore directly, or contact the bookstore for information via phone or email.
- Operates computerized Point of Sale System, including cash register functions, and system files.
- Assists customers with the sale and/or refund of books, supplies, and other Southeast Tech merchandise.
- Assist bookstore staff in replenishing all merchandise inventory that available at the bookstore. Must be able to lift and bend to put product on shelves and racks.
- Assist other bookstore staff in receiving and unpacking merchandise. Must be able to lift cartons and pull product from cartons.
- Daily store upkeep including dusting, vacuuming, washing equipment, and other general cleaning.
- Perform other duties as assigned by Bookstore Manager or Lead Bookstore Associate.

POSITION QUALIFICATIONS

Competency Statement(s)

- Accountability - Ability to accept responsibility and account for his/her actions.
- Accuracy - Ability to perform work accurately and thoroughly.
- Active Listening - Ability to actively attend to, convey, and understand the comments and questions of others.
- Adaptability - Ability to adapt to change in the workplace.
- Communication, Oral - Ability to communicate effectively with others using the spoken word.
- Communication, Written - Ability to communicate in writing clearly and concisely.
- Creative - Ability to think in such a way as to produce a new concept or idea.
- Customer Oriented - Ability to take care of the customers' needs while following company procedures.
- Friendly - Ability to exhibit a cheerful demeanor toward others.
- Interpersonal - Ability to get along well with a variety of personalities and individuals.
- Patience - Ability to act calmly under stress and strain, and of not being hasty or impetuous.
- Responsible - Ability to be held accountable or answerable for one's conduct.
- Sales Ability - Ability to use appropriate interpersonal styles and communication methods to gain acceptance of a product, service, or idea.
- Self-Motivated - Ability to be internally inspired to perform a task to the best of one's ability using his or her own drive or initiative.

SKILLS & ABILITIES

Education: High School Graduate or General Education Degree (GED)

Experience: Six months of experience in a retail environment involving operations of computerized cash register equipment and/or cash handling and high volume public contact preferred.

Computer Skills: Ability to use a computerized cash register system. Demonstrates proficiency in the current Microsoft Office Suite (Word, Excel) is required.

Certificates & Licenses: none

Other Requirements:

- Communicate in a friendly and effective manner with customers and staff.
- Willingness to learn and perform various duties within a retail bookstore environment.
- Ability to work in a variable paced sales environment.
- Ability to work independently and in a team environment according to the assigned work tasks.
- Must maintain a high level of detail and accuracy when recording sales, purchasing merchandise, and documenting inventory.
- Ability to multi-task with frequent interruptions.
- Maintain confidentiality concerning customer records and vendor files.
- Post-offer criminal background check required.

PHYSICAL DEMANDS

Physical Demands

Stand	F (Frequently)	<u>Lift/Carry</u> 10 lbs or less	C (Constantly)
Walk	F (Frequently)	11-20 lbs	F (Frequently)
Sit	F (Frequently)	21-50 lbs	F (Frequently)
Handling / Fingering	C (Constantly)	51-100 lbs	O (Occasionally)
Reach Outward	C (Constantly)	Over 100 lbs	N (Not Applicable)
Reach Above Shoulder	O (Occasionally)	<u>Push/Pull</u>	
Climb	O (Occasionally)	12 lbs or less	C (Constantly)
Crawl	O (Occasionally)	13-25 lbs	F (Frequently)
Squat or Kneel	O (Occasionally)	26-40 lbs	F (Frequently)
Bend	O (Occasionally)	41-100 lbs	O (Occasionally)

N (Not Applicable) Activity is not applicable to this occupation.

O (Occasionally) Occupation requires this activity up to 33% of the time (0 - 2.5+ hrs/day)

F (Frequently) Occupation requires this activity from 33% - 66% of the time (2.5 - 5.5+ hrs/day)

C (Constantly) Occupation requires this activity more than 66% of the time (5.5+ hrs/day)

Other Physical Requirements:

This position will spend partial hours sitting and using office equipment and computers and partial hours standing and walking while assisting customers. Move supplies and materials in storage room and retail sales floor according to physical demands of the position.

Talking

- Ability to express or exchange ideas by means of the spoken word.
- Sufficient for conveying spoken information in a variety of activities and situations.

Vision

- Sufficient visual acuity for extensive reading; to prepare and analyze data and figures; view a computer screen; and visual inspection/assessment.

Sense of Sound

- Sufficient to hear sounds at normal speaking levels with minimal correction.
- Ability to receive detailed information through oral communication.

Sense of Touch

- Handling - Working primarily with hands/hand and requires the employee to sufficiently seize, hold, grasp, and turn with one or both hands.
- Fingering - Working primarily with fingers/finger and requires the employee to sufficiently pick up and pinch a variety of items.
- Feeling - Perceiving attributes of objects such as size, shape, temperature, or texture. Requires the employee to be able to primarily touch with the skin (primarily that of fingertips).

WORK ENVIRONMENT

Busy, walk-in front counter and merchandise areas. Constant interruptions and must interact with others on a regular basis. General retail store environment. Lighting emphasized for merchandise displays and store ambience. Standard retail office equipment available. Temperature adequate for staff and customers. Louder noise levels typical of a retail store, its customer base, and merchandise unloading/restocking activities. Physical requirements vary upon type of activity being performed. Customer traffic flow may increase for buying and selling merchandise at the beginning of each quarter/semester. Possible exposure to communicable diseases and temperature changes as individuals enter and exit the building.

EMPLOYER STATEMENT AND EMPLOYEE AUTHORIZATION

EMPLOYER STATEMENT

Southeast Technical College has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors and/or Administrators as deemed appropriate. This document does not represent a contract of employment, and Southeast Technical College reserves the right to change this job description and/or assign tasks for the employee to perform, as it may deem appropriate.

EMPLOYEE AUTHORIZATION

I have read this job description and completely understand all of my job duties and responsibilities. I am able to perform the essential functions as outlined with or without reasonable accommodation. I understand that my job may change on a temporary or regular basis according to the needs of my location and/or department without it being specifically included in the job description. If I have questions about job duties not specified on this job description that I am asked to perform, I should discuss them with my immediate supervisor and/or an Administrator. I further understand that future performance evaluations are based on my ability to perform the duties and responsibilities outlined in this job description to the satisfaction of my immediate supervisor and/or Administrator. I have discussed any questions I may have about this job description prior to signing it.

Employee Signature: _____ Date: _____

Employee Print Name: _____