BOOKSTORE CLERK

DEFINITION

Under supervision of assigned supervisor/manager, perform a variety of clerical tasks related to the operation of a college store.

TYPICAL DUTIES

Meet the public and answer inquiries about routine procedures and policies; operate cash register and standard office machines; approve checks, make refunds and adjustments; read and reset cash register at the end of the day/shift, count money received, balance total, and prepare related reports; oversee the work of temporary classified staff; assist in handling special orders for books and charges for students receiving aid for Veterans, Vocational Rehabilitation, county welfare funds, and other programs; assist in the process of purchasing used books; assist in receiving and pricing store merchandise; maintain stock levels of routine merchandise; file complete purchase orders, daily reports, letters and other documents; record and maintain inventory stock control records of paperback books and other store merchandise; assist in attractively displaying store merchandise; perform related duties as assigned.

QUALIFICATIONS

EXPERIENCE

Two years of experience related to the duties of the position.

One year of experience is equal to 12 months of experience at a maximum of 40 hours per week. Applicable part-time experience will be converted to the full-time equivalent for purposes of meeting the experience requirement.

SPECIAL REQUIREMENT

Any offer of employment will be contingent upon the successful completion of a medical evaluation.

KNOWLEDGE OF

Applicable policies, regulations, procedures and processes; effective customer service skills; how to compose effective correspondence; the structure and content of the English language including the meaning and spelling of words, rules of composition and grammar, and rules for letter and report writing; principles and practices of effective communication; how to train others to perform specific tasks; numbers, their operations, and interrelationships, including arithmetic at the level required to effectively perform the duties of the position; methods of handling money and making change; administrative and clerical procedures and systems, such as filing and recordkeeping techniques in a complex business environment; modern office practices, procedures and equipment.

ABILITY TO

Perform the essential functions of the position; sustain regular work attendance; work cooperatively and effectively with the public, students, faculty and staff; exercise initiative and mature judgment; interpret and apply applicable federal, state and local laws and regulations, District policies and regulations, and office processes and procedures; work as a member of a team; meet schedules and timelines; manage one’s own time and the time of others; correctly follow a given rule or set of rules in order to arrange things or actions in a certain order; understand and effectively carry out oral and written directions; effectively communicate information and ideas orally and in writing based on the needs of the audience; read, write
and perform mathematical calculations at the level required for successful job performance; be aware of others' reactions and adjust interpersonal skills accordingly; handle personal and private information with discretion; prepare routine correspondence independently; effectively learn and operate equipment and software related to the duties of the position; use of technology to effectively perform responsibilities, such as word processing, spreadsheets, databases and desktop publishing; adapt to changing technologies; and work successfully with diverse populations.

**Physical and Environmental Factors:** May perform light to moderate work in temperatures above 80 degrees; maneuver, lift, reach and/or push frequently in the performance of duties; climb a ladder and stairs with heavy objects; may work above floor level up to 12 feet above ground; lift up to 50 pounds with and without assistance (objects are sometimes elevated from floor level to above shoulders).

**TYPICAL EQUIPMENT USED** (May include, but not limited to)
Current office technologies including computers, printers, faxes, telephones and copiers; other equipment common to the field to which the position is assigned.