



## Position Description

<b>Position Title:</b>	Student Worker – Customer Service Associate	<b>Position Number:</b>		<b>Grade:</b>	
<b>Department:</b>	Bookstore (including c-store)	<b>Responsibility Center:</b>	Finance		
<b>Immediate Supervisor:</b>					

**I. Basic Purpose** – Summarize general purpose of job  
 To provide superior customer service to students, faculty, staff, alumni and visitors. Assist buyers and other staff members in their daily tasks.

- II. Qualifications** – Include *required* education, work experience and skills
- Minimum of a high school diploma or equivalent required.
  - Two or more years of customer service experience desirable, preferably in a retail environment.
  - Familiarity with a POS (point-of-sale) computer system helpful.
  - Professional demeanor and strong interpersonal skills are expected.

- III. Responsibilities** – Provide brief overview of general job duties; list in order of importance; italicize those duties that are essential functions (i.e. core duties)
- Efficient and accurate register operation including the handling of cash, checks, store charges and credit card transactions.
  - Provide a high level of customer service by fulfilling all customer requests to the best of the Bookstore’s ability. Offer suggestions or alternatives when appropriate and seek staff assistance as needed.
  - Stock, price and display merchandise in a timely fashion. Maintain merchandise in a neat and orderly condition, including back stock and under stock. Replenish and rotate stock as needed.
  - General light housekeeping duties including (but not limited to) vacuuming and dusting.
  - Offer suggestions and requests to buyers for ordering purposes. Alert buyers when an item is selling quickly.
  - Provide courteous phone service.
  - Assist with the processing of Web orders.
  - Cross train in other areas of the Bookstore as needed.
- \* Other related duties as assigned

**IV. Tools And Equipment** – List the specialty equipment used by this position  
 Cash register

**V. Physical Requirements** – Check those items that apply as the position is typically performed

- |   |  |   |
|---|--|---|
| <input checked="" type="checkbox"/> Seeing  | <input checked="" type="checkbox"/> Ability to move between buildings        | <input checked="" type="checkbox"/> Lifting _50_ lbs. |
| <input type="checkbox"/> Color Perception (Red, Green, Amber)                         | <input type="checkbox"/> Climbing  | <input type="checkbox"/> Carrying ____ lbs.           |
| <input checked="" type="checkbox"/> Hearing/Listening                                 | <input type="checkbox"/> Ability to climb into equipment (i.e. trucks, etc.) | <input type="checkbox"/> Driving (local)              |
| <input checked="" type="checkbox"/> Clear Speech                                      | <input type="checkbox"/> Pushing/Pulling                                     |   |
| <input checked="" type="checkbox"/> Dexterity - Hand/Finger (circle those that apply) | <input type="checkbox"/> Other (specify) _____                               |   |

**VI. Mental/Reasoning Requirements** – Check those items that apply as the position is typically performed

- |  |   |   |
|--|---|---|
| <input checked="" type="checkbox"/> Reading – Simple | <input type="checkbox"/> Writing – Complex            | <input type="checkbox"/> Analysis/Comprehension   |
| <input type="checkbox"/> Reading – Complex           | <input type="checkbox"/> Clerical                     | <input type="checkbox"/> Judgment/Decision Making |
| <input checked="" type="checkbox"/> Writing – Simple | <input checked="" type="checkbox"/> Basic Math Skills |   |

**VII. Work Environment** – Check those items that apply as the position is typically performed

- |   |   |  |
|---|---|--|
| <input type="checkbox"/> Shift Work                         | <input type="checkbox"/> Outside              | <input type="checkbox"/> Pressurized Equipment |
| <input type="checkbox"/> Works Alone                        | <input type="checkbox"/> Extreme Heat         | <input type="checkbox"/> Moving Objects        |
| <input checked="" type="checkbox"/> Works with Others       | <input type="checkbox"/> Extreme Cold         | <input type="checkbox"/> High Places           |
| <input checked="" type="checkbox"/> Verbal Contact w/Others | <input type="checkbox"/> Noise                | <input type="checkbox"/> Fumes/Odors           |
| <input checked="" type="checkbox"/> Face-to-Face Contact    | <input type="checkbox"/> Mechanical Equipment | <input type="checkbox"/> Hazardous Materials   |
| <input checked="" type="checkbox"/> Inside                  | <input type="checkbox"/> Electrical Equipment | <input type="checkbox"/> Dirt/Dust             |

The above items are intended to describe the general nature and level of work being performed by employees assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and/or skills required of all personnel so classified. Inability to meet one or more of the physical or mental requirements will not automatically disqualify a candidate or employee from the position. Reasonable accommodations may be available depending on the major functions of the position.

**Prepared by:** \_\_\_\_\_  
Signature Title Date

**Reviewed by:** \_\_\_\_\_  
Signature Date