Position Description

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

- Seeing
- Color Perception (Red, Green, Amber)
- Hearing/Listening
- Clear Speech
- Dexterity - Hand/Finger (circle those that apply)

- Ability to move between buildings
- Climbing
- Ability to climb into equipment (i.e. trucks, etc.)
- Pushing/Pulling
- Other (specify) ________________________________

- Lifting _50_ lbs.
- Carrying ____ lbs.
- Driving (local)

### VI. Mental/Reasoning Requirements

- Reading – Simple
- Reading – Complex
- Writing – Simple
- Writing – Complex

- Clerical
- Basic Math Skills

- Analysis/Comprehension
- Judgment/Decision Making

### VII. Work Environment

- Shift Work
- Works Alone
- Works with Others
- Verbal Contact w/Others
- Face-to-Face Contact
- Inside

- Outside
- Extreme Heat
- Extreme Cold
- Noise
- Mechanical Equipment
- Electrical Equipment

- Pressurized Equipment
- Moving Objects
- High Places
- Fumes/Odors
- Hazardous Materials
- 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.

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