



Store Associate I

Responsibilities:

Responsible on weekdays and select Saturdays for assisting customers in store, at concession stands, at booktables, and on the telephone; ringing up transactions; restocking, cleaning, and redisplaying merchandise; tagging merchandise; knowledge of store policy and the ability to communicate effectively to customers; and working alongside other staff members with assigned projects. Reports to the Student Employment Supervisor.

Duties:

- Cordially greet customers and answer questions
- Assist customers in locating merchandise
- Communicate store policy correctly with customers
- Knowledge of all cash register operations and services - inclusive of proper procedures related to opening and closing the store
- Knowledge of store policy regarding shoplifting, monitoring customer activity (including backpacks) and notifying staff managers of suspicious situations
- Understand our point-of-sale system; locate inventory in the system and in the store
- Answer Bookstore general phone line and handle customer requests; direct calls to appropriate staff members
- Assist customers with website questions and help them place orders
- Take phone orders, being trustworthy with customer credit card information, gathering merchandise, and properly completing paperwork for processing and shipments
- Assist with online textbook orders (EasyBooks) – order fulfillment and customer pickup
- Tag merchandise correctly and display on sales floor, properly labeling and putting overstock in correct places
- Organize, clean, restock, and redisplay merchandise in all sections of our store
- Perform specific assignments accurately, working alongside staff members in areas such as, but not limited to, the Copy Center, bookkeeping, receiving and shipping room, website maintenance, and marketing
- When competent, work at the Cstore doing the same duties with less supervision
- Other duties as assigned

Qualifications:

- Available during open store hours for scheduling purposes, including select Saturdays
- Previous retail experience preferred but not necessary
- Likes to work in a team atmosphere but can work independently when necessary
- Timely and motivated
- Self-starter
- Hard worker
- Confident in working with customers
- Organized and detailed