



JOB TITLE: BOOKSTORE LEAD SALES ASSOCIATE

Classification: Classified
Salary Range: 23

Retirement Type: PERS*
Revised/Board Approved: September 13, 2004

BASIC FUNCTION:

Under the direction of the Assistant Director, Bookstore, oversee, train and provide work direction and guidance to cashiers and student workers; receive and resolve customer questions and complaints; open Bookstore and set up cash registers; perform cashier duties and assist patrons by providing information and assistance in the College Bookstore.

REPRESENTATIVE DUTIES:

Open any of the retail operations under the direction of the Director, Bookstore; oversee cash register activities; maintain all cash register supplies; troubleshoot and fix simple register problems; inform Assistant Director, Bookstore of problems related to all aspects of cash handling issues.

Train, schedule and oversee cashiers and student workers; assist in the selection of student workers; provide guidance to assigned employees provide information to students, staff and others regarding policies, procedures and other information.

Operate a cash register as required; make change; process refunds and exchanges; verify checks and process credit card purchases; process special program transactions; function as the lead in matters of customer service issues; follow established policies and procedures.

Answer telephone as required; take messages; provide information to students, staff and others regarding books, supplies, Bookstore policies, procedures and other routine information.

Price, stock, prepare and display merchandise for resale.

Refer vendors to the Assistant Director, Bookstore regarding product mix, merchandising schemes and stock turns; rotate perishable merchandise and advise the Assistant Director on the status of the perishables prior to any reordering.

Assist in preparation for and participate in physical inventory activities.

Assist in other retail activities as needed.

Assure that the Bookstore is maintained in a clean and orderly condition.

Perform related duties as assigned.

JOB QUALIFICATIONS:

Education and Experience:

Any combination equivalent to: graduation from high school or a GED equivalency certificate and two years of retail sales experience involving cashiering duties. Experience in a convenience store, the snack food industry or a college Bookstore environment desirable.

OTHER QUALIFICATIONS:Knowledge/Areas of Expertise:

Principles and practices of training and providing work direction.

Cashiering procedures used with a point of sale and standard electronic cash register including; methods of maintaining cash register records; basic record keeping techniques performed in a retail operation including electronic and paper based documents.

Health and safety procedures and practices.

Sales procedures and practices including methods and techniques of displays, merchandising and managing stock-turn including perishable items.

Abilities/Skills:

Oversee, train and provide work direction and guidance to cashiers and student workers.

Demonstrate interpersonal skills exercising tact, patience and courtesy.

Receive and resolve customer questions, issues and complaints.

Set up and/or close out cash registers.

Operate a computer.

Operate a cash register, make change and process refunds and exchanges.

Verify checks and process credit card purchases.

Process special program transactions.

Learn, apply and explain policies of Bookstore activities and operations.

Add, subtract, multiply and divide quickly and accurately.

Establish and maintain cooperative and effective working relationships with others.

Maintain routine records.

Communicate effectively orally and in writing.

Apply basic merchandising techniques and practices.

Understand and follow oral and written instruction.

Read and understand Basic English.

Licenses or Other Requirements:

Valid California driver's license.

WORKING CONDITIONS:

Retail, customer service oriented environment.

May work in varied locations on campus.

Frequent interruptions.

Extensive interaction with others.

Working in a fast pace retail operation.

Required overtime during peak periods.

Flexible work hours.

Use legs, arms and back to lift items.

Dexterity of hands and fingers to operate a cash register or operate a computer.

Stand or sit for extended periods of time.

Reach overhead, above the shoulders and horizontally; bend at waist, kneeling and crouching.

Hear and speak to exchange information.

* Previous employment performed in a different public retirement system may allow eligibility to continue in the same retirement system.