

Class No.:	
Original Date:	
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Pay Group:	12

CLASS SPECIFICATION

BOOKSTORE CUSTOMER SERVICE ASSOCIATE

NATURE AND SCOPE OF WORK

This position provides customer service, sales processing, warehouse support, clerical functions, and retail maintenance in the bookstore. Responds to customer service requests and delivers positive customer experiences. The incumbent reports to the Manager, Bookstore & Print Services, and receives guidance from the Bookstore Supervisor.

ILLUSTRATIVE EXAMPLES OF DUTIES

- Provides comprehensive customer service to customers, in person, on telephone or email inquiries; resolving customer requests/concerns/problems directly; and referring complex problems to the manager.
- Performs cashiering duties by operating an electronic cash register to process customer sales and refund transactions, verifies signing authority and completes appropriate paperwork for departmental and student accounts to ensure transactions are performed efficiently and accurately. Verifies daily receipts and cashier floats by reconciling totals with end of day reports.
- Process online orders placed through the bookstore's ecommerce platform by following pre-established procedures.
- Performs shipping, receiving, loading, unloading, unpacking, wrapping, packaging, completion and processing of associated papers, verifying quantities of goods against invoices, shelving goods, counting, and recording merchandise, noting variances, and labelling and restocking products.
- Maintains all areas of the bookstore by stocking shelves, tidying, merchandising, and organizing products to facilitate customer access, stimulate sales and enhance the overall image of the store.

- Performs opening and closing procedures by opening and closing the doors, logging in and out of cash registers, counting floats, locking the safe, ensuring customers can access the store at opening and verifying all customers have left the store at closing.
- Performs general clerical support, by maintaining files to facilitate staff access and filing and sorting as assigned.
- Assists in taking year-end inventory.
- May be required to take training and act in the capacity of a floor warden as part of the University's Emergency Preparedness Plan (Fire, W.H.M.I.S., Earthquake).
- Performs duties related to the qualifications and requirements of the position.

REQUIRED KNOWLEDGE, ABILITIES AND SKILLS

- Excellent customer service skills with the ability to deliver positive customer experiences.
- Skill in the operation of computerized cash registers and office equipment.
- Working knowledge of point of sale, integrated retail operating systems.
- Working knowledge of shipping and receiving, and the taking of inventory.
- Working knowledge of bookstore computer system.
- Working knowledge of the policies and procedures that govern the University and Bookstore operation.
- Working knowledge of office practices and procedures, business English, spelling, punctuation, and arithmetic.
- Ability to use word processing, spreadsheet, and database applications (Microsoft Office Suite).
- Ability to complete a cashier training course.
- Ability to handle financial transactions.
- Ability to compose and produce routine correspondence.
- Ability to follow written and verbal instruction.

- Ability to establish and maintain effective working relationships with other employees, students, and the public.
- Ability to provide incidental guidance to others engaged in similar work.
- Ability to safely lift and carry heavy packages, merchandise and equipment within the limits defined by the WCB.
- Skill in keyboarding.

REQUIRED TRAINING AND EXPERIENCE

- Completion of Grade 12.
- One year of related cashiering and receiving experience.

REQUIRED LICENSES, CERTIFICATES AND REGISTRATIONS

- None