

Position: Bookstore Assistant II	Position Number:
Department:	FSLA: Non-exempt
Reports to:	Salary Grade: 112

### **Summary**

Supports Bookstore operations by assisting customers with purchases, shipping-receiving-transferring of merchandise from one site to another, and displaying merchandise to preserve quality and enhance sales.

### **Essential Duties and Responsibilities**

- Acts as lead staff in the operations of the bookstore. Assists in hiring and training staff. Assigns work as the needs of the operation fluctuate. Leads discussions of procedure changes, answers procedural questions and assists with requests for products or related information.
- Receives requests for special orders for non-stock merchandise from department buyers. Evaluates and then places orders. Receives and enters merchandise into inventory and prints bar code labels.
- Evaluates inventory of stock items in the Bookstore and reorders as needed. Checks sales history to determine if reordering is required. Places orders and processes into system upon arrival.
- Meets with vendor representatives for the purchase of trade book, clothing, accessory, and gift items. Evaluates the need, pricing and quantities of items to be sold. Secures prices, places orders and processes into system upon arrival. Delegates specific groups of inventory for re-ordering to the Bookstore Assistant I.
- Assists the Bookstore Manager in organizing in-store promotions and sales. Suggests items to put on sale by evaluating overstock items or buying items specifically for promotion.
- Operates cash register and assists customers with purchasing items from the bookstore. Verifies checks and processes credit card purchases.
- Receives verifies quantities and quality of textbooks, trade books, accessories, clothing, sundries, and other merchandise purchased or transferred in for resale. Coordinates textbook inventory, ensuring stock meets faculty needs for quantity and title.
- Monitors stock levels and restocks shelves with books and supplies when needed. Orders merchandise based on pre-determined re-order points.
- Recommends merchandise based on feedback from customers. Contacts established sources for selection, pricing, and availability.
- Participates in beautification and general maintenance of store, including vacuuming,

- dusting and re-arranging stock as needed to ensure merchandise is properly presented.
- < Troubleshoots problems with Bookstore POS/Inventory Control System. Evaluates the problem, relies on knowledge of system to figure out how to fix the problem or calls Nebraska system support if needed.
- Performs other duties as assigned that support the overall objective of the position.

**Qualifications**

- **Knowledge and Skills**

Requires a working knowledge of the Bookstore (or equivalent retail) operations, policies, and procedures. Requires well-developed cashiering and computer data entry skills. Requires operational knowledge of general retail office equipment. Requires sufficient customer relations skills to affect a positive sales environment. Requires sufficient arithmetic skills to add, subtract, divide, and calculate percentages. Requires a basic understanding of stock replenishing and buying.

- **Abilities**

Requires the ability to perform all of the duties of the position efficiently and effectively, with minimal supervision. Must be able to operate retail office machines including software programs designed for retail support and transactions. Requires the ability to work closely with other staff to accomplish the overall objectives of the Bookstore. Requires the ability to train others. Must be able to assume tasks of other staff members in their absence or at periods requiring assistance. Must be able to work with a variety of people in a seasonally high pressure environment. Must be able to perform arithmetic calculations rapidly.

- **Physical Abilities**

Requires sufficient ambulatory ability to stand, lift, and place light-to-medium weight items (under 25 pounds) onto shelves or displays on an intermittent basis. Requires sufficient hand-eye coordination to use a computer keyboard and/or 10-key adder at an advanced rate. Requires sufficient visual acuity to recognize people, numbers, and words. Requires auditory ability to carry on conversations in person.

- **Education and Experience**

High School diploma or equivalent required. Supplemental college level courses in a accounting or business strongly preferred. Minimum of three years of experience in customer service, cashiering, merchandising, buying, or a related field required.

- **Licenses and Certificates**