

College of the Redwoods

Position: Shipping & Receiving Clerk	Position Number:
Department:	FSLA: Non-exempt
Reports to:	Salary Grade: 110

Summary

Supports Bookstore operations by receiving textbooks and merchandise, shipping return textbooks and merchandise to vendors, other College of the Redwoods bookstores, and customers. Also assists in the merchandising of textbooks as well as helping customers with purchases.

Essential Duties and Responsibilities

- Receiving textbooks to insure that the Bookstore has received the correct amount at the correct cost.
- Receiving other merchandise to insure that the Bookstore has received the correct amount at the correct cost.
- Insuring the textbooks and other merchandise are properly priced at the direction of the buyer.
- Checking the shipments for damaged merchandise and reporting any damages to the Bookstore Assistant to insure proper credit is received from the vendor.
- Under the direction of the Bookstore Assistant, properly pack and ship textbooks to the other College of the Redwoods Bookstore operations (Del Norte and Mendocino).
- Under the direction of the Bookstore Assistant, properly pack and ship other merchandise to the other College of the Redwoods Bookstore operations.
- Under the direction of the Bookstore Assistant, merchandise the textbook area in such a way as to display the maximum number of textbooks while maintaining an orderly flow of texts allowing students to find a given text easily.
- Properly pack and ship overstock textbooks back to the publishers and used book wholesalers in a timely manner to insure proper credit to the Bookstore.
- Properly pack and ship overstock or unwanted merchandise to vendors in a timely manner to insure proper credit to the Bookstore.
- Properly pack and ship mail or phone order customer requests in a timely manner to insure customer satisfaction.
- Operates cash register if needed and assists customers with purchasing items from the Bookstore.
- Participates in the general maintenance of the store, but in particular is responsible for the orderly maintenance of the warehouse area.
- Performs other related duties as assigned that support the overall objective of the Bookstore.

Qualifications

- **Knowledge and Skills**

Requires a working knowledge of the Bookstore (or equivalent retail) operations, policies, and procedures. Must be detail oriented. Requires a working knowledge of Microsoft Office programs, the text-management program, 10-key adding machine. Requires sufficient math skills to perform basic math functions, calculate percentages, and understand the relationship between cost, retail and margin. Requires cashiering and customer service skills to affect a positive sales environment.

- **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 seasonally high-pressure environment.

- **Physical Abilities**

Requires the ability to routinely lift boxes up to 50 pounds and perform the physically demanding job of stocking textbooks and other merchandise. Requires sufficient hand-eye coordination to use a computer keyboard and 10-key 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.