WESTMONT COLLEGE

College Store Assistant
Bookstore

**Position Summary:** Provides customer service and cashier support in retail area. Responsible for accounts payable, daily register reconciliation, website maintenance, and textbook reservation processing. Gives direction to student and temporary staff.

**Qualifications:** Requirements include: High school graduate/equivalent; 1-2 years customer service and cash handling experience or previous experience/education that provides the required knowledge; ability to establish and maintain cooperative relationships with students, faculty, staff and the public, maintaining a warm and professional manner with a positive customer service mind set; ability to address problems and issues constructively to find mutually acceptable and practical solutions; ability to handle regular interruptions to serve the needs of others while maintaining focus on details and deadlines; ability to maintain a high level of accuracy; ability to plan, organize, prioritize and complete assignments without close supervision; intermediate computer skills (MS Office Suite) necessary to comfortably use POS system, process invoices, and maintain website. Ability to learn new specialized programs necessary to perform responsibilities.

**Responsibilities:**

*Customer service*
- Respond to customer needs directly or by referring individuals or issues as appropriate.
- Process online and phone mail orders.

*Cash handling/Accounting*
- Assist student cashiers with problems and serve as cashier when needed.
- Open store and supervise closeout at the end of the day.
- Maintain adequate denominations for sales in cash reserve box.
- Create cash box for special events.
- Prepare deposits and reconcile web payments.
- Process invoice payments in an accurate and timely manner, recognizing and resolving incorrect billing.
- Invoice departments monthly for in store charges.

*Website:*
- Maintain current information on website.
- Take attractive photos of new merchandise for website and upload.
- Maintain accurate pricing and description with current stock levels.
- Maintain up to date faculty author page.
- Create new website pages and catalogs as needed.
- Remain current with technology necessary to create and maintain website.
- Coordinate on-line textbook information with Textbook Manager.
**Textbook Reservations and textbook sales:**
- Process Textbook Reservations each semester.
- Supervise student staff in all areas of Reservation processing - pulling, sales, shelving, reservation pickup by customers.
- Assist Textbook Manager to resolve pricing, labeling, insufficient stock and other concerns that affect textbook sales.
- Assist Textbook Manager with textbook buyback and return processes as needed.

**Office support**
- Assist Bookstore Manager with new product selection, receiving and in-store merchandising
- Assist Bookstore manager with special event planning
- Assist Bookstore Manager with student and temporary staff training
- Direct student staff during yearly inventory.
- Weekend and overtime work as required during special events and textbooks sales.
- Expectations for workplace demeanor include but are not limited to: working collaboratively and harmoniously with co-workers, customers and others by sharing ideas and resources willingly, constructively and positively; listening to and objectively and respectfully considering the ideas and perspectives of others; readily admitting and correcting personal mistakes; meeting commitments; keeping your supervisor and others who may be affected informed about work progress; addressing problems willingly and constructively to discover practical and lasting solutions acceptable to all parties; working promptly toward reconciliation and forgiveness during conflict; respecting the diversity of our community in words and deeds.
- Other duties as needed

**Reports to:** Bookstore Manager