

WESTMONT COLLEGE

Auxiliary Services Assistant

Auxiliary Services

Position Summary:

Serves as support in all Auxiliary Services areas. Primary responsibilities include accounts payable and receivable, procurement and receiving, daily deposits, account reconciliation and budget analysis for all Auxiliary Services areas. Provides customer service support to Mail Services and the College Store.

Qualifications:

Requirements include: HS graduate/equivalent with 1-2 years customer service and cash handling experience; personal affirmation of the Christian mission of Westmont College and the Community Life Statement and adherence to its behavioral expectations; demonstrated skills in the areas of accounting and budget analysis, MS Office Suite (esp. Excel) and Mac/PC literacy; ability to learn to effectively use a variety of postal programs and quickly acquire knowledge of USPS regulations; 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; skilled at self-initiation with the ability to function effectively under deadlines. Also requires: flexibility; ability to work well independently with little supervision; ability to follow directions and effectively multi-task. Requires periodically standing up to eight hours per day, lifting up to 30 pounds with some frequency and lifting up to 70 pounds on occasion. Valid California driver's license and clean driving record required.

Responsibilities:

Accounts Payable and Receivable

- Collect and prepare daily deposits for the College Store and Mailing Services departments.
- Daily reconciliation of College Store and Mailing Services accounts receivable to their respective inventory accounts.
- Provide timely and accurate departmental chargebacks.
- Maintain and produce regular revenue reports and budget analyses.
- Complete timely accounts payable processing for all Auxiliary Services areas.
- Assist with maintaining and monitoring College Store and Mail Services inventory, providing accurate accounting of expense, revenue, and inventory accounts.
- Assist in performing periodic inventory of Post Office and College Store supplies.
- Monitor and maintain appropriate USPS account balances.

Procurement

- Assist with inventory and supply purchases in all Auxiliary Services areas as directed.
- Collaborate with supervisor to research and identify new hardware, software or processes that will offer a better experience for our staff and clientele.
- Assist with College Store receiving, inventory adjustments and website revision when merchandise arrives.

Customer Service

- Serve as primary support to the Document Services Coordinator in Mail Services with a secondary role in College Store customer care as needed. Mail Services support includes and is not limited to; retrieving mail from the post office, opening and closing the store, sales, metering, departmental mail delivery and working on Saturdays during the first three weeks of each semester.
- Assist with marketing departmental products and services to the campus community.
- Sustain a high level of customer satisfaction learning and utilizing a wide array of hardware, software and systems.
- Assist the College Store in fulfilling online general merchandise and textbook orders.
- Assist Textbook Manager with textbook buyback and return processes as needed.

- Occasional weekend and/or overtime work as required during special events and the beginning of each semester.
- 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.
- Perform specified duties as appropriate, and other duties as assigned/

Reports to: Assistant Director of College Store and Mailing Services

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