NORTHEAST TEXAS COMMUNITY COLLEGE
JOB DESCRIPTION

Bookstore Assistant

**Department:** Administrative Services
**Job Status:** Full Time
**FLSA Status:** Non-exempt
**Reports To:** Director of the College Store
**Grade/Level:** Classified
**Amount of Travel Required:** As needed
**Work Schedule:** Varied hours during The College Store operating hours

**Contract Length:** 12 months

**GENERAL STATEMENT OF DUTIES:**

The College Store Assistant assists in the daily operation of the college store, completes daily deposits, maintains departmental and personal charge accounts, purchases software, supplies, snack items, and postage and is responsible for returning merchandise and textbooks and maintaining credit memos. The College Store Assistant is detail oriented, organized, dedicated, responsible, possesses excellent computer, problem solving and communication skills, while maintaining good working relationships with all employees, vendors, students and provides excellent customer service.

**MAJOR RESPONSIBILITIES:**

**(General)**
- Greet customers, answer questions
- Operate cash register
- Assist customers pleasantly and helpfully
- Assist with receiving, accurately pricing, and, shelving general merchandise
- Supervise and assist student workers with daily cleaning.
- Arrange for photocopying and printing as needed
- Assist bookstore manager and assistant manager in all operations as needed

**(Textbook)**
- Cross train and assist manager with textbook management system software
- Cross train with assistant manager on processing online orders
- Cross train with assistant manager on purchasing general merchandise
- Assist with receiving, accurate pricing and shelving of textbooks
- Assist with textbook buyback

**(Student Mentor)**
- Assist in training and mentoring student workers
• Assure the completion and accuracy of student worker’s time sheets

Secretarial
• Answer phone in a pleasant manner and take accurate messages
• Assist in processing financial aid forms
• Process all bookstore purchase orders in a timely manner
• Accurately prepare and/or proofread documents, correspondence, reports, etc. and other tasks on Microsoft Word
• Type student worker’s schedules
• Type, maintain and distribute budget/postage numbers lists weekly
• Assist with and in preparing for year-end inventory
• Handle incoming and outgoing mail
• Post (daily) and distribute (monthly) employee personal charges
• Maintain adequate postage in mail machine at all times
• Process UPS and Federal Express shipping reports
• Assist with “end of month” report for business office
• Set up, update and maintain files in an organized manner

Other Duties and Responsibilities
• Order snack items and drinks
• Maintain phone card stock and activate phone cards as needed
• Assist in metering of college mail
• Process all UPS and Federal Express shipments
• Maintain inventory of bookstore supplies (requisitions, financial aid forms, envelopes, letterhead, print cartridges & paper for mail machine, cash registers,
• Credit card machine and copy machine

Job Knowledge and Skill Requirements
• Customer service oriented
• Ability to operate cash register
• Excellent verbal and written communication skills
• Perform multiplicity of computer/ excel/ word processing skills
• Excellent organizational skills
• Ability to prioritize task and handle multiple tasks
• Ability to operate basic office equipment (computer, FAX machine, copy
• Supervisory skills necessary in assigning and directing work activities of part-time and student workers
• Initiative, ability to work independently or with co-workers
• Ability to quickly learn different software programs
• Minimum of two years related work experience

MINIMUM QUALIFICATIONS:
• High School Diploma or equivalency
• Some college preferred
Physical Requirements
- Ability to lift up to 50 lbs.
- Ability to stand, walk and lift books for up to 10 hours daily with few or no breaks during busy times.
- Frequent sitting, standing, reaching, carrying, bending, frequent near vision use and lifting

Mental Requirements
- Patience and diplomacy in all dealings with faculty, staff, students, customers and student workers
- Ability to prioritize and perform multiple tasks
- Ability to understand and practice basic concepts of confidentiality and privacy
- Communicate appropriately with a variety of persons daily
- Professionalism, tact, and diplomacy in all dealings with faculty, staff, students, customers and student workers

SIGNATURES:

__________________________________________________________  __________________________
Bookstore Assistant                                           Date

__________________________________________________________  __________________________
Director/College Store                                         Date

__________________________________________________________  __________________________
Vice President for Administrative Services                     Date

__________________________________________________________  __________________________
President                                                        Date