

## **JOB DESCRIPTION**

**Dept.:** Bookstore

**Working Title:** Bookstore Sales Associate (36, 38, 39, 40)

**Date:** May 2008

**Job Class:** 4

### ***PRIMARY FUNCTION:***

To perform services and sales to students, faculty, staff and other customers, maintain inventory controls, process financial transactions and merchandising functions as required.

### ***JOB DUTIES AND TASKS:***

1. Provide sales and service to bookstore customers:
  - a. Receive customers and provide information on bookstore merchandise including assisting with locating items and placing special orders.
  - b. Assess client needs and explain organization of bookstore.
  - c. Receive and respond to customer requests by phone, mail, e-mail or fax including requests using reservations, requisitions, special order and book adoption forms.
  - d. Respond to institutional and bookstore internal enquiries.
  - e. Enter and receive payment for goods and services on the point of sale system, including issuing receipts, validating documents and processing refund requests and credit for returned items.
  - f. Price merchandise and services from a pre-determined schedule in the computerized system and hand sticker stock as necessary.
  - g. Process used books, during buy back, for designated locations.
  - h. Produce signs and organize displays for sales and special events.
  - i. Maintain organization of retail sales area to ensure safe and accessible floor plan.
2. Maintain electronic perpetual inventory control system:
  - a. Manually count and maintain records of stock in the EPIC system.
  - b. Approve and validate receipt of goods and check for completeness and damage.
  - c. Unpack and distribute merchandise and textbooks to appropriate locations in Bookstore.
  - d. Monitor bookstore merchandise levels and submit order request to replenish stock as required.
  - e. Package shipments for transfer to the return department or inter-store stock transfers, ensuring adequate documentation, including recording transfer transaction in EPIC system.
  - f. Process transactions within the EPIC system to maintain perpetual inventory count including merchandise transfers, write downs and stock adjustments.
  - g. Liaise with general merchandise buyer to adjust prices of items for sales events.
3. Administer financial transactions for the bookstore:
  - a. Count and verify balance of money received and secure cash register floats.
  - b. Check financial transactions, prepare cash summaries, prepare bank deposits, enter data into financial database, balance charge slips, internal charges and outside billings, and order coin from the bank.
  - c. Maintain records and reconcile accounts for department charges, requisitions and sponsored students.
  - d. Reconcile confectionery vendor's invoices to purchase orders and forward to accounting clerk for payment, verify receipt of goods and enter/update records in the inventory control database, determine margins for retail pricing.
  - e. Generate daily reports from automated point of sale system and correlate report balances to daily tender totals, reporting discrepancies to supervisor and or system support personnel.

4. Perform point of sale and bookstore functions:
  - a. Operate and troubleshoot electronic based point of sale system (software), contact appropriate sources for maintenance and carry out modifications to the system as required.
  - b. Diagnose, troubleshoot, repair and/or initiate service repairs of point of sale equipment (hardware) and major office equipment.
  - c. Run reports and reconcile data interfaces with financial data base.
5. Related duties:
  - a. Provide instruction and training to new employees on bookstore functions, policies and procedures and direct work of auxiliary employees.
  - b. Prepare store for opening and/or closing including loading cash register and unlocking/locking doors and securing the safe.
  - c. Monitor and report on status of office supplies for internal department consumption to supervisor.
  - d. Receive, lift and rearrange merchandise between retail floor and off-floor storage, updating inventory control record accordingly.
  - e. Prepare reports, correspondence and forms as required.
  - f. Implement emergency procedures and evacuate store if required, respond to various security alarms.
  - g. Submit work orders to Facility department for bookstore events, repairs and maintenance.
  - h. Participate in Bookstore special events, workshops or merchandising fairs promoting Kwantlen Polytechnic University Bookstores.
  - i. Contributes to and promotes a safe, respectful, and inclusive work environment by adhering to University policies and procedures and completing mandatory training programs.

***SUPERVISION RECEIVED:***

Reports to Retail Supervisor.

***SUPERVISION/DIRECTION EXERCISED:***

Provide advice and support to parties requiring information on books and supplies for course requirements. Provide instruction and training to new employees on bookstore functions, policies and procedures; direct work of auxiliary employees.

***PHYSICAL ASSETS/INFORMATION MANAGEMENT:***

Count and record stock; receive, unpack and distribute merchandise to appropriate locations in bookstore; operate point of sale system and various office equipment; maintain and update bookstore records and files; secure cash and valuables in safe; participate in annual physical inventory count.

***FINANCIAL RESOURCES:***

Check financial transactions; prepare cash summaries and balance daily department charge slips; prepare bank deposits; determine and receive payment for bookstore merchandise, including issuing refunds and credit notes for returned items; generate, monitor and process purchase orders to order candy; monitor and maintain functionality of point of sale system, database and major office equipment; collect coin from point of sale terminals and balance deposit; arrange for order and purchase of coins.

***The above statement reflects the general details considered necessary to describe and evaluate the principal functions of the job identified, and shall not be construed as a detailed description of all the work requirements that may be inherent in the job.***

**EMPLOYER REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:**

1. Demonstrated expertise with a computerized point of sale terminal in a retail environment.
2. Demonstrated knowledge of counting floats, balancing and banking of daily cash received.
3. Demonstrated knowledge of math calculations and general accounting practices in a retail environment.
4. Demonstrated knowledge of books and stationery retail business including knowledge of packing slips, invoices, and receiving.
5. Demonstrated ability to use standard office equipment including calculators, computers, trans-select, and computerized inventory control system.
6. Ability to operate a variety of standard office software, including a computerized student records system and a computerized textbook reservation system.
7. Demonstrated ability to communicate effectively in English, both orally and written.
8. Proven ability to effectively handle unusual or unexpected situations including effectively dealing with irate customers.
9. Proven ability to provide superior customer service in a fast paced environment involving multiple demands.
10. Proven ability to display initiative, take responsibility and exercise good judgement.
11. Proven ability to work independently with minimal supervision and as part of a team.
12. Demonstrated physical ability to stand for long period of time and to lift and carry items weighing up to 50 lbs.
13. Demonstrated ability to operate a variety of inventory control equipment such as carts, dollies, pallet jacks and wrapping/packaging tools.
14. Receiving and/or forklift experience preferred.

*Revised July 2012*