

FEDERAL WORK STUDY PROGRAM

College Bookstore Worker

Location: Griffin 7:30 a.m. – 6:00 p.m.

Supervisor: Terri George Hourly Rate: $8.00

Under general supervision, provides assistance to customers in the college bookstore. Greets customers in a pleasing manner, answers questions from students and instructors, and assists with book selections. Answers, screens and routes telephone calls promptly and courteously to appropriate staff. Delivers complete, accurate and legible messages in a timely manner. Properly responds to all inquiries and requests for information in a courteous and timely manner.

Accepts direction and feedback from supervisors and follows through appropriately.

Assists in the displaying of merchandise in an attractive manner to invite positive customer response; Mentions special sales and/or promotions to customers in a courteous manner.

Assists with the day-to-day operation of the bookstore; Ensures retail sales prices are clearly marked or displayed on or beneath items.

Assists with sales and promotional activities; Assists with conducting inventory. Performs general clerical duties; Keeps shelves adequately supplied with textbooks, supplies, clothing, snacks, drinks and other merchandise. Rotates stock as needed

Assists with maintaining an orderly and clean environment in and around the store, keeping aisles clear of clutter, grounds free of litter

Works when scheduled; begins and ends work as expected; calls in according to policy when arriving late for work or when absent; observes policies on break and lunch periods; uses work time appropriately.

Demonstrates eagerness to learn and assume responsibility; seeks out and accepts increased responsibility; displays a "can do" approach to work.

Shows persistence and seeks alternatives when obstacles arise; seeks alternative solutions; does things before being asked or forced to by events.

**Minimum Qualifications:**
Experience in business management, or related field and/or equivalent work experience in retail sales, marketing and merchandising with an emphasis in customer service. Experience in inventory control; must be able to routinely lift up to 25 pounds, bend, stoop and stand for long periods of time.