



LAKE SUPERIOR STATE UNIVERSITY

Classification Specification

FLSA Designation NEHU

Date Issued: October 21, 1988 Department: Campus Shoppe

Title: Textbook Clerk Level: v

FUNCTION

To provide sales and clerical support and assistance in the orderly operation of the Campus Shoppe Textbook Center.

SOURCE OF SUPERVISION

Textbook supervisor and manager of Campus Shoppe.

DIRECTION EXERCISED

None; may occasionally direct work of student helpers.

DUTIES AND RESPONSIBILITIES

Assists the textbook supervisor in the overall operation of the book resource center. Assists customers with selection of textbooks and special orders. Answer phone and responds to inquiries from students and faculty regarding textbook availability and pricing. Assists with physical handling of freight when received and matching of items received to purchase order. Prices and stocks book freight and maintains adequate stock levels on selling floor.

Operates textbook computer software to process textbook adoption requests, record received books, check book status, process book returns, class count changes and routine data entry. Packages and prepares books for return to publisher due to overstock or damaged returns and boxes books for used book sales to wholesalers. Takes periodic floor inventories and assists with annual store inventory. Maintains stock lists and pricing on book lists. Assists with book buy-back as needed.

Keeps textbook supervisor and manager current with student and faculty requests and problems and maintains good relationship with them. Monitors student employees assigned to book area, assuring that they are working and responding to customers at all times but with direct authority to assign tasks in absence of other supervision. Responsible for close down of department and computer at end of day.

Assists in general store operation as needed, working any special events and extra hours. Operates cash register, UPS station, computer and post office as needed.

Performs related duties as assigned.

The above statement reflects the general duties considered necessary to describe the principle 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. It is not intended to limit or in any way modify the right of any supervisor to assign, direct and control the work of employees under his/her supervision.

Approved: _____ Date: _____
Signature

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JOB QUALIFICATIONS

Graduation from high school; keyboard proficiency of 35 wpm; ability to communicate effectively verbally; knowledge of retail book sales techniques or two years experience in customer service-related sales; office skills in inventory, recording, filing and ability to operate computer and other electronic equipment; ability to lift up to 70 pound weights.

Department Head Signature

Date