SUMMARY:

The Bookstore is the University’s one-stop shop for books, supplies and stationery, clothing and giftware. In addition, Finnerty’s provides coffee; local, fresh-baked goods, and a variety of snacks. The Bookstore offers services to faculty, students, staff, members of the local community, and is part of a greater community of campus service providers.

The Receiving Clerk performs all general receiving and shipping duties, clerical duties for the warehouse, and rental regalia and textbook activities. Duties range from verifying shipments against purchase orders; logging information on a computerized tracking system; checking items for damage; processing used books; and processing online orders for textbooks, general books, rental textbooks, regalia rental payments, and all general merchandise. The Receiving Clerk assists staff and students in other bookstore areas, as required.

This work requires sufficient strength, stamina and coordination to perform a variety of manual work including lifting up to 50lbs.

MAJOR RESPONSIBILITIES AND DUTIES:

1. Responsibility:
   Receive and process shipments of store merchandise – 65%

   Duties:
   - Verifying items received to the purchase order and invoice
   - Inputting information from invoice onto the computer system and issuing receiving numbers;
   - Recording discrepancies in shipment on the computer system and invoice, preparing debit memo to correct discrepancies and report to the appropriate buyer or department
   - Checking all products for damages
   - Calculating foreign currency exchange rates & discounts from invoices, entering info into computer
   - Counting and placing pricing stickers and security tags on products as directed;
   - Reporting stock levels, back orders or stock irregularities to the appropriate buyer or department;
   - Receiving used books (from distributors and buyback), removing old labels and personal identification, relabelling with current price and recording in computer
   - Locating and organizing books and products on shelves in stockroom and throughout bookstore
2. **Responsibility:**

**Process online orders (purchases, rentals, regalia) – 25%**

**Duties:**
- Printing and preparing online orders and textbook rentals
- Picking the orders from the sales floor or stockroom
- Invoicing the orders once orders are picked
- Adjusting and editing orders if changes are necessary
- Ringing orders through the cash register to match invoices
- Preparing finalized orders for packaging and shipping
- Processing the orders for shipping through the shipping computer, with the proper paperwork if necessary
- Contacting customers if there are problems with their orders
- Invoicing and preparing online and rental orders for pick-up
- Sending out return deadline reminder e-mails to students
- Processing and invoicing unreturned or damaged rentals at the end of rental period
- Returning rental textbooks to appropriate publisher or wholesaler at the end of term
- Invoicing online regalia orders for convocation
- Ringing in the regalia orders on the cash register with accuracy
- Cancelling and refunding regalia orders upon student requests

3. **Responsibility:**

**Shipping and cashier duties – 5%**

**Duties:**
- Liaising with customers and bookstore staff regarding shipment of orders, textbook and manual requirements and other general inquiries;
- Performing daily balancing of the cash register and the credit card system
- Processing orders for Funded Students over the phone or by e-mail
- Responding to customer inquiries regarding billings, missing shipment items, backordered items, etc.

4. **Responsibility:**

**Provides clerical and customer services to the Bookstore – 5%**

**Duties:**
- Assisting and guiding casual employees engaged in processing online orders; summarizing end of term logs, credits, etc.
- Preparing end of term sales reports of assigned program
- Refunding returned texts and/or manuals
- Occasionally transcribing phone orders
- Operate point-of-sale as required

**REQUIRED QUALIFICATIONS:**

**Skills:**
• Customer service, organizational, and computer skills
• Cash handling & cash reconciliation
• Ability to work as part of a team in a group setting
• Strong attention to details and accuracy in processing data
• Effective oral and written communication skills
• Ability to prioritize and plan workload
• Competency with Microsoft Office products such as Excel, Word and Outlook.
• Requires sufficient strength, stamina and coordination to perform a variety of manual work including lifting up to 50lbs.

Specialized Knowledge/Education:
• Experience, training or familiarity with MBS or inventory management system (or similar system) may be given preference
• POS training as this position may be required to cover occasional cashier or buyback shifts in bookstore

Experience:
• One year work experience a combination of cashiering, shipping & receiving
• Warehouse and/or Bookstore experience may be given preference

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