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 Cashier performs cashier services involving the processing of purchases on Point of Sale system with a variety of payment types. In addition, the Cashier is often the first point of contact within the store and a main source of information regarding services offered, merchandise available and store policies. As such, the Cashier provides customer service to both students, staff, faculty and the public and responds to inquiries from customers. During quiet times, the Cashier assists the various departments in the Bookstore, performing other clerical tasks similar in scope and complexity, including stocking shelves, folding clothes, sorting and tagging merchandise and filing invoices.

This work requires sufficient strength and stamina to stand for periods of time and to do some manual work with merchandise such as moving boxes, unpacking and tagging goods.

MAJOR RESPONSIBILITIES AND DUTIES:

1. Responsibility: Providing direct or indirect customer service

   Duties:
   • Assisting customers by responding to inquiries related to Bookstore operations and policies from the university and larger community
   • Promoting services to clients
   • Assisting customers in locating specific items
   • Redirecting customers to appropriate service areas
   • Providing directions to various services on campus, location of buildings, etc.
   • Wrapping, bagging and boxing merchandise
   • Covering for the info desk during breaks, which may require processing returns and web requisitions and responding to security gate alarms
   • Accessing a Viewcat report to see if student has dropped a course
   • Cross referencing course with bookstore website course book listing
2. Responsibility: Cash Procedures

Duties:
- Processing purchases on Point of Sale system
- Processing a variety of payment types, including cash, debit, credit and financial aid
- Processing gift card transactions using the Blackboard MF4100 system
- Ensuring proper cash procedures are followed; PCI compliance, signatures, etc.
- Repeated balancing of the cash register to debit/credit machines, by printing various reports at end of shift and ensuring they balance, and counting and recording all cash
- Verifying pricing of items

3. Responsibility: Clerical duties

Duties:
- Monitoring security gates and checking customer’s purchases as required
- Backup person for answering incoming calls and directing them to the appropriate departments
- Stocking and ensuring proper amounts of supplies are kept at the cashier stations

4. Responsibility: Assisting other instore departments

Duties:
- Working as part of the bookstore team to support general order, appearance and stock levels
- Folding clothing and keeping the display tables neat and tidy
- Tagging and pricing merchandise, text, or tradebooks as directed by a manager
- Other related activities as required

REQUIRED QUALIFICATIONS:

Skills:
- Customer service, organizational, and computer skills
- Accuracy and efficiency in cash handling & reconciliation
- Ability to work as part of a team in a group setting
- Strong attention to detail and accuracy in processing data
- Ability to multi-task under stressful conditions
- Effective communication skills

Specialized Knowledge/Education:
- Experience with Point of Sale (POS) machines and Pin Entry Devices (PED’s)

Experience:
- At least one year work experience cashiering
- Bookstore experience may be given preference

Employee’s Signature: Date:

Supervisor’s Signature: Date: