SUMMARY:

The Bookstore is the University’s one-stop shop for books, supplies and stationery, clothing and giftware. In addition, Finnerty’s the Bookstore café, 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 community of campus service providers.

Reporting to the Associate Manager of Merchandise, the Merchandise Clerk’s primary responsibilities will be to provide excellent customer service to all bookstore customers, with a focus on maintaining and sharing their knowledge of products in the merchandise department. Duties will primarily be: assisting customers by responding to inquiries in the giftware, clothing, and stationery departments; working with the merchandise manager to plan seasonal displays; building displays of merchandise on the sales floor; stocking merchandise items; entering purchase orders (POs) for the buyer as well as using the Bookstore inventory system to complete such tasks as printing price stickers, checking stock levels, adding new SKUs (barcodes), or other tasks of similar scope; answering emails and messages directed to the merchandise department; and, other duties as required.

The work requires light physical effort to: carry and lift merchandise and boxes; stoop; climb ladders to set up displays; and, reach and retrieve stock.

Hours of work: Monday to Friday, 8:30 – 1:00 pm

MAJOR RESPONSIBILITIES AND DUTIES:

1. Responsibility: Customer Service (40%)

Duties:
- Assisting customers by responding to inquiries in the giftware, clothing, and stationery departments
- Assisting customers with graduation ring orders
- Assisting customers with regalia purchases
- Answering emails and messages directed to the merchandise department
- Entering POs for the buyer as well as using our inventory system to complete such tasks as printing price stickers, checking stock levels, adding new SKUs, or other tasks of similar scope
- Maintaining accuracy of the Bookstore website for the merchandise department
- Maintaining knowledge of current sales and promotions as well as policies regarding payment and exchanges

2. **Responsibility: Stocking the Floor (30%)**

**Duties:**
- Putting new items onto the sales floor
- Maintaining appropriate stock levels on the sales floor from the overstock in the stockroom
- Storing the overstock in the stockroom
- Rotating stock to increase turnover of products on the sales floor
- Reporting when items are out of stock to the buyer
- Re-ticketing items as required
- Assessing items for damage or defects, marking down items, and reporting items that need to be written-off to the merchandise manager
- Preparing the merchandise departments for the yearly inventory count

3. **Responsibility: Merchandising the Floor (30%)**

**Duties:**
- Working with the merchandise manager to plan seasonal displays
- Building displays with the merchandise manager’s input and maintain these displays
- Adding appropriate marketing pieces to merchandise displays

**REQUIRED QUALIFICATIONS:**

**Skills:**
- Excellent customer service skills
- Retail and visual merchandising experience
- Ability to work independently under limited supervision or in a group setting
- Ability to work and communicate effectively with staff in other departments within the bookstore
- Great time management and organizational skills; and a demonstrated ability to efficiently multitask

**Specialized Knowledge/Education:**
- Minimum Grade 12 Diploma completion
- Software proficiency (Microsoft Office suite)
- Familiarity with related POS/inventory management systems would be considered an asset but is not required

**Experience:**
- 1 years recent customer service experience with a focus in visual merchandising
- An equivalent combination of education, training and experience may be accepted

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