University of Victoria
Cupe Local 951 Position Description

**JOB:** Clerk/PB5  
**TITLE:** Cashier Team Lead

**DEPARTMENT:** Bookstore  
**POSITION NO:** 997989

**SUPERVISOR:** Cash Office and Cashier Supervisor  
**LAST UPDATED:** December 2018

**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 Information Desk Clerk is often the first point of contact within the store and the main source of information regarding services offered, merchandise available and store policies. Under the supervision of the Head Cashier, provides day-to-day direction and guidance in the work of the Cashiers, and supports the provision of customer services at the Bookstore through a variety of customer service, clerical and technical duties.

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 Customer Service - 75%**
   - **Duties:**
     - Responds to inquiries from the university and larger community related to Bookstore operations and policies
     - Provides customer service and promotes services to clients
     - Assists customers in locating specific items
     - Redirects customers to appropriate service areas
     - Provides directions to various services on campus, location of buildings, etc.
     - Processes purchases and refunds on point of sale system, including web requisitions and financial aid, ring and regalia deposits
     - Accesses a Viewcat report to see if student has dropped a course
     - Cross references course with bookstore website course book listing

2. **Responsibility: Supervision and Cashiering Services – 10%**
   - **Duties:**
• Oversees the day-to-day responsibilities of the Cashiers, which includes:
  o Providing training and orientation on point of sales system, and other cashiering responsibilities
  o Delegating tasks to Cashiers Ensuring that proper customer service levels are met
  o Ensuring consistent cashier coverage, scheduling break times, and providing or seeking alternate coverage for breaks as required
  o Providing guidance and information on store policies and troubleshooting basic point of sale system issues
• Acts as first point of contact for customer complaints and concerns
• Watches over the sales floor and security gates for safety concerns (shoplifters, spills, etc.) and checks customer’s purchases as required

3. Responsibility: Processing Refunds and Exchanges - 5%
   Duties:
   • Ensures refund and exchange policies are followed
   • Reviews returned, damaged or problematic items
   • Processes debit, credit and cash refunds
   • Completes refund forms
   • Locates lost receipts on the P.O.S controller

4. Responsibility: Clerical Duties - 5%
   Duties:
   • Provides general data or reporting entry, such as completing spreadsheets or orders, as requested by managers
   • Responds to regalia inquiries and fills regalia rental orders by email and phone
   • Keeps the information desk tidy and organized
   • Restocks and files info desk forms ie: maps, lost receipt forms, applications etc.
   • Answers all incoming calls and directs them to the appropriate service areas
   • Stocks and ensures proper amounts of supplies are kept at the cashier stations
   • In the Head Cashier’s absence, counts the daily deposit in the cash office

5. Responsibility: Assisting other Instore Departments- 5%
   Duties:
   • Works as part of the bookstore team to support general order, appearance and stock levels
   • Folds clothing
   • Keeps the display tables neat and tidy
   • Tags and prices 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 & reconciling daily cash out
• 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 oral and written communication skills
- Ability to prioritize and plan workload
- Competency with Microsoft Office products such as Excel, Word and Outlook.

**Specialized Knowledge/Education:**
- Experience with cash registers and Pin Entry Devices (PED’s)

**Experience:**
- At least one year work experience cashiering and providing customer service
- Bookstore experience may be given preference

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