



JOB DESCRIPTION

TITLE: Bookstore & Mailroom Assistant

COLLEGE/SCHOOL/DEPT: Bookstore

DATE PREPARED: 09/09/2014

REPORTS TO: Bookstore Manager

FLSA: Non-Exempt

POSITION SUMMARY:

Assists Bookstore Manager with the day to day operations of a busy university bookstore and mailroom
Performs the following duties under the general supervision and guidance of the Bookstore Manager:

- Retail selling, customer service and cash register operations.
- Assist with maintaining proper inventory levels and processes returns within policy and procedural guidelines.
- Receive, sort all US and Campus mail .Operate and maintain all mailroom equipment.
- Helping students with their ordering questions.
- Answer the phone and provide other clerical duties as assigned.

PRINCIPAL DUTIES AND RESPONSIBILITIES:

1. Represents Heritage University in the most positive manner with prospective, former and current students, clients, suppliers and the community we serve. Interacts effectively with a diverse group of faculty, staff, students and other customers of our services, learns and uses operating practices of the department and Heritage University.
2. Upholds the Heritage University Mission Statement.
3. Handles confidential information with tact, discretion and in compliance with FERPA regulations.
4. Answer inquiries over the phone, and in person regarding departmental procedures and bookstore services.
5. Directs bookstore traffic and greets internal and external customers with utmost courtesy and respect.
6. Coordinates textbook and supply requests with departments and faculty, receiving, pricing, merchandising and returns of textbooks and other course materials.
7. Distributes incoming mail; runs outgoing mail by departmental charge code; receives and logs in UPS, FEDEX and other carrier shipments.
8. Assist internal and external customers with the location of merchandise items such as supplies, clothing items, HU gear, etc.
9. Assisting students in ordering their books, helping and assisting during buy back.
10. Receive, check. price and stock retail goods and supplies.
11. Open shipping cases and stock shelves, display stands and windows.
12. Participate in physical inventories; prepare and maintain inventory records; assist in receiving stock.
13. May prepare and type invoices and other requisitions for stock replacement.
14. May open and close register daily; balance cash register receipts and prepare daily financial reports.

OTHER DUTIES AND RESPONSIBILITIES:

1. Performs other functions as necessary or as assigned.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:

- High School or GED certificate
- Ability to use a cash register
- Previous cash handling, customer service and retail experience.
- Ability to stand for prolonged periods of time.
- Ability to lift at least 50 lbs.
- Experience using Excel, Word and other computer programs.
- Able to follow directions and work independently.

Interested and qualified applicants may submit
Heritage University Employment Application (required)
and
Resume and Letter of Interest and Three References to:
humanresources@heritage.edu

OR

Heritage University
Human Resources Office
3240 Fort Road
Toppenish, WA 98948

Position Opened Until Filled