

Title: Bookstore Work study

Department: Bookstore

Reports to: Bookstore Manager – Margaret Jackson

I. Experience/Skills/Character

- Good communication and customer service skills.
- Experience in retail would be a benefit.
- Must be personable and well mannered.
- Must be able to pick up at least 40 pounds.

II. Duties & Responsibilities

Keep the merchandise, and school supplies tidy.

Work studies are responsible for restocking merchandise when needed, answering the phone and customer questions, dust, sweep, take out the trash, and watch for shoplifters.

Provide efficient, expedient and courteous service to the customers for total customer and Bookstore satisfaction.

Work studies must be able to do any job given to them by the Bookstore Manager with diligence.

Serve customers with confidence. Be polite, warm, and pleasant while dealing with customers.

Help other students find their books with their schedule and answer all their answers. If The work study does not know the answer or how to do a task, ask another employee or the manager.

Every Work study student must arrive to work early or on time for all of their shifts

(Any absences must be approved by the Bookstore Manager and must be made up another time).

*Note, Bookstore Work studies will learn customer service skills, communications skills, and retail skills. They will also learn business etiquette and how to handle money. Work study is a great experience for a student and it will look great on a resume.

