



THE UNIVERSITY OF TENNESSEE
SOUTHERN

Title: Bookstore Work Study
Department: Bookstore
Reports to: Bookstore Manager- Jennifer Griffin

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, clothing, and school supplies tidy. Work studies are responsible for restocking merchandise when needed, answering the phone and customer questions, dusting, sweeping, taking out the trash, and watching for shoplifters.

Provide efficient, expedient, and courteous customer service for the 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 with the online bookstore, Akademos, as needed. Ask another employee or manager if the work-study does not know the answer or how to do a task. Every Work study student must arrive to work early or on time for all 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, communications, and retail skills. They will also learn business etiquette and how to handle money. Our cash register is a touch screen and is easy to use. Learning retail skills from all aspects is expected.



THE UNIVERSITY OF TENNESSEE
SOUTHERN

Work studies assigned to the bookstore also receive a discount on logo wear. It is recommended that you wear our clothing or school colors, at least for your working shifts.