



Job Classification Description

OPERATIONS ASSISTANT, COLLEGE STORE VSCSF BARGAINING UNIT

**Grade 9
Non-Exempt**

BASIC FUNCTION

Support general operations of the College Store and responsibility for one or more specialized functional areas.

CHARACTERISTIC DUTIES & RESPONSIBILITIES

- Perform general clerical and technical duties related to College Store, including, but not limited to: opening and closing store, answer phones, photocopying, open mail, general office and receptionist duties.
- Provide customer service to a variety of students, parents, alumni, faculty and staff, as well as other store clientele, and various outside vendors and organizations.
- Organize and maintain various daily records and complete related forms using standard software applications.
- Receive and process internet orders.
- Prepare and receive shipments.
- Perform daily inventory of stock, place orders for merchandise, assist with end of year inventory.
- Prepare merchandise and inventories for distribution and display. Oversee stocking of shelves and maintain display areas.
- Confer regularly with immediate supervisor and other department/college personnel, various firms/organizations/individuals outside the college to coordinate activities, exchange information, resolve problems, and the like.
- Assist in hiring procedures of Store hourly temporary employees including initial candidate screening and interviewing; distribution of department and College policies and procedures; training and supervision of their work and processing of their hourly time sheets.
- Assist in hiring procedures of Store student workers including initial candidate screening and interviewing; distribution of department and College policies and procedures; training and supervision of their work and processing of their hourly time sheets.
- Perform related technical duties as assigned including, but not limited to, processing of purchase orders, billing of student accounts, College departments and outside agencies, generate reports, meet with sales representatives to order Store merchandise and books, website updates, assistance on computer systems and operations, and the like.
- Assist and supervise with general housekeeping duties in the Store.
- Perform additional duties as assigned.

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SUPERVISION RECEIVED

Supervision is received by the College Store Assistant Manager.

SUPERVISION EXERCISED

Partial functional supervision over student workers as directed.

MINIMUM QUALIFICATIONS

High School diploma or Associates Degree in related field, plus two to three years experience in bookstore, retail sales or other related business desirable, or a combination of education and experience from which comparable knowledge and skills are acquired.

- Good general understanding of College bookstore operations.
- Good customer relation skills; ability to deal effectively with a wide variety of students, faculty and staff, as well as other store clientele, and various outside vendors and organizations.
- Basic computer skills with specific database operations.
- Ability to lift packages/boxes of 70 lbs. or more.

This general outline illustrates the type of work which characterizes the job classification. It is not an all-encompassing statement of the specific duties, responsibilities and qualifications of individual positions assigned to the classification.