



Bookstore Customer Service Assistant

Classified Range: I9

Board Approved: 11/18/21 P. 1|3

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job; however, any additional duties will be reasonably related to this class.*

SUMMARY DESCRIPTION

Performs a variety of routine tasks including clerical, merchandising, and other related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from appropriate supervisor; checks with supervisor regarding non-routine assignments. May provide technical and functional direction to assigned student workers.

REPRESENTATIVE DUTIES

The following duties are typical for this classification.

1. Performs a variety of customer service related duties including assisting customers with purchases, product information, returns/exchanges, and general bookstore information.
2. Operates a cash register and/or computer; gives refunds and exchanges as necessary.
3. Provides a variety of general bookstore information, instruction, and assistance regarding financial aid and book loans to students as well as finding books and general merchandise.
4. Answers phones and responds to questions or routes to appropriate person; takes messages as necessary.
5. Assists in setting up student and departmental charge programs such as CalWorks, EOPS, Veteran's, GAIN, and scholarship; bills and receives payments; makes bank deposits as necessary.
6. Prepares letters and invoices as necessary; inputs and maintains data into various database programs related to area of assignment; maintains a variety of files and records.
7. Receives, sorts, and distributes mail.
8. Stocks shelves and assists with pricing merchandise as necessary; maintains cleanliness and orderliness of merchandise on shelves.
9. Performs other duties related to the primary job duties.

MINIMUM QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

CORE COMPETENCIES:

Environmental Exposure Tolerance

- Performing under physically demanding conditions
- Accepts and endures the necessity of working in unpleasant or physically demanding conditions
- Shows established adaptation and performance under unpleasant or physically demanding conditions



Bookstore Customer Service Assistant

Classified Range: I 9

Board Approved: 11/18/21 P. 2|3

Safety Focus

- Showing vigilance and care in identifying and addressing health risks and safety hazards
- Maintains high level of conscientious safety practice

General Physical Ability

- Using strength, endurance, flexibility, balance and coordination
- Applying motor and perceptual abilities requiring no specific technique, training or conditioning

Professional and Technical Expertise

- Applying technical subject matter to the job **
- Knows the rudimentary concepts of performing the essential technical operations

Adaptability

- Responding positively to change and modifying behavior as the situation requires**
- Accept and adjust to changes and the unfamiliar

Innovation

- Imagining and devising new and better ways of doing things**
- Fix what is broken; find solutions and fixes with resources at hand
- Finds new approaches to performing familiar tasks
- Create and invent new ideas; envision the unexpected, unexplored, untried**

Critical Thinking

- Analytically and logically evaluates information to resolve problems
- Follow guide, SOP or other step by step procedures for locating the source of a problem and fixing it
- May detect ambiguous, incomplete, or conflicting information or instructions**

Informing

- Proactively obtaining and sharing information

Mechanical Insight

- Chooses the right tool for the job
- Applies principles of mechanical advantage to get the work done
- Follows step-by-step assembly procedures, troubleshooting guides, and simple diagrams

Customer Focus

- Attending to the needs and expectations of customer
- Seeks information about the immediate and longer term needs of the customer
- Anticipates what the customer may want or expect in a product or service
- Works across organizational boundaries to meet customer needs **



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Classified Range: I 9

Board Approved: 11/18/21 P. 3|3

Attention to Detail

- Focusing on the details of work content
- Shows care and thoroughness in adhering to process and procedures that assure quality
- Applies knowledge and skill in recognizing and evaluating details of work**
- Applies skilled final touches on products

Using Technology

- Working with electronic hardware and software applications
- Using basic features and functions of software and hardware

Valuing Diversity

- Shows acceptance of individual differences
- Welcomes input and inclusion of others who may be different from oneself
- Shows understanding and empathy for the challenges of groups seeking inclusion or dealing with perceived discrimination

***Lead, Advanced or Senior Level Positions*

Education and Experience Guidelines

Education/Training:

Equivalent to the completion of high school.

Experience:

Six (6) months of customer service experience.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Work is performed primarily in a bookstore setting with frequent interruptions and distractions; possible exposure to dissatisfied individuals; exposure to noise.

Physical: Primary functions require sufficient physical ability and mobility to walk, stand, and sit for prolonged periods of time; frequently stoop, bend, kneel, crouch, crawl, climb, reach, and twist; push, pull, lift, and/or carry light to moderate amounts of weight up to 25 pounds; to occasionally push, pull, lift, and/or carry heavier amounts of weight with or without assistance; verbally communicate to exchange information.

Vision: See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents; and to operate assigned equipment.

Hearing: Hear in the normal audio range with or without correction.