

Position Title: Customer Service Staff

Department: Front-Line

Reports to: Front-Line Manager/Assistant Manager

FLSA Status: Non-exempt

General Summary: Helps customers primarily by conducting sales/buybacks of textbooks, sales of merchandise, and maintaining store inventory of books and merchandise

Essential Job Functions:

1. Looks up book adoptions, finds/collects books, and enters items into sell order for customers (30%)
2. Scans books, gives price quotes, and enters items into buyback order for customers (30%)
3. Re-stocks, straightens, sorts, and organizes current book/merchandise inventory (15%)
4. Tags, labels, folds apparel (15%)
5. Answers phone and responds to customer questions (10%)
6. Performs other duties as directed by the Front-Line Manager/Assistant Manager

Knowledge, Skills, and Abilities:

- Knowledge of company pricing models
- Knowledge of store organization/layout and price label codes
- Skill in use of equipment, such as Windows-based personal computer, software, and Textbook Solutions' website
- Skill in oral communication
- Ability to communicate with customers and coworkers in a professional manner
- Ability to pay close attention to detail to find and shelve books quickly and accurately

Education and Experience: None required

Physical Requirements:	Percentage of Work Time Spent on Activity			
	0%-24%	25%-49%	50%-74%	75%-100%
<i>Seeing:</i> Must be able to read small print on book spines and computer screens				X
<i>Hearing:</i> Must be able to hear well enough to communicate with customers and coworkers				X
<i>Standing/walking:</i> Must be able to stand/walk for extended periods of time to serve customers and reach books				X
<i>Climbing/stooping/kneeling:</i> Must be able to stoop/kneel and climb ladder to reach books/merchandise		X		
<i>Lifting/pulling/pushing:</i> Must be able to lift at least 50lbs.; carrying books/boxes			X	
<i>Fingering/grasping/feeling:</i> Must be able to type on a computer keyboard, fold/handle merchandise, and grab/carry books to/from shelves			X	

Working Conditions: Good working conditions with the absence of disagreeable conditions

Disclaimer: This description is intended to explain the general nature and level of work to be carried out by employees, but is in no way a complete list of the responsibilities, duties, and skills required for this position. Additionally, it does not establish a contract for employment and is subject to change by the employer.