

MANUAL	SECTION			PAGE
Student Employment Office Office of Career Services	Student Job Description			1 / 1
				REVISED 11/88
SUBJECT	RANK	GROUP	CBC	PHYSICAL
<i>Retail Operations Sales Aide I</i>	x201	I	Yes	

DEFINITION:

Under the direct supervision of an Assistant Bookstore Manager. Additional direction may be received from the Bookstore General Manager. The Student Sales Aide usually performs tasks related to: providing customer service, collection of fees and charges, cash register operation, merchandise preparation and display, and other tasks which support the daily operation of the Campus Stores.

- (a) Operates a cash register, collecting payment for merchandise offered for sale by the Bookstore.
- (b) As assigned, provides customer refunds using designated procedures.
- (c) As, assigned, answers telephone calls and channels calls to the appropriate person or department.
- (d) Assists customers by providing information and aiding customers with merchandise location and selection.
- (e) Provides constant security review of the immediate area of the cash registers. Any suspicious behavior by customers must be reported immediately to a supervisor.
- (f) As directed, assists with merchandise presentation by keeping display neat and orderly.

BASIC QUALIFICATIONS:

No previous experience in a retail environment is required. Candidates should have good communication skills and the ability to interact with customers.