

MANUAL Student Employment Career Services	SECTION Student Job Description	PAGE 1 / 1 REVISÉD 5/21
SUBJECT <i>Retail Operations Sales Aide I</i>	RANK x201	GROUP I

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) Manages the cash register.
- (b) Processes customer refunds using designated procedures.
- (c) Answers telephone enquiries and directs calls to staff members.
- (d) Aides customers with merchandise location and selection.
- (e) Provides constant security supervision of appointed area and immediately reports suspicious customer behavior.
- (f) Ensures that merchandise presentation is neat and orderly.

BASIC QUALIFICATIONS:

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