POSITION DESCRIPTION

Position Title: Bound and Copied Staff
Department: Retail
Position Status: Active
Employment Type: Part time, Hourly

POSITION SUMMARY

Assisting customers with purchasing books, consignment, printing, binding, faxing, lamination, and locker troubleshooting in a timely and professional manner.

REPORTS TO: Retail Supervisor and Director, Retail and Leasing

COMMITMENT: Monday to Friday, up to 6 hours per day

KEY RESPONSIBILITIES

- Assist new and repeat customers with consignment, ensuring the customer understands the consignment process, as well as terms and agreement.
- Help customers locate books within the store to purchase, reconsign, or remove from the shelves.
- Keep the bookshelves free of expired books and organizing shelves so customers can easily find what they are looking for.
- Completion of printing, binding, faxing, or laminating for customers in a timely and organized manner.
- Work with a variety of printing, binding, and cutting equipment in the completion of jobs for customers.
- Maintain smooth operation of work areas by keeping all workspaces clean and safe.
- Assist students with locker problems including but not limited to – showing them how to open their locks, replacing broken locks, and retrieving their belongings from the locker storage room.
- Cash handling in both customer transactions as well as float balancing at the beginning and end of each shift.
- Abide by all Students’ Union rules and regulations as well as regulations concerning copyright.
- Perform any other job-related duties as assigned.
REQUIRED SKILLS AND ATTRIBUTES

- Strong customer service skills
- Strong communications skills (verbal and written)
- Superior attention to detail
- Demonstrated planning, organizing and prioritizing abilities
- Ability to multitask and work well under pressure
- Strong computer skills including Word, Excel, PowerPoint, and Adobe

WORKING CONDITIONS

This position is primarily customer service based.

Work Environment:
- indoor

Conditions of Work:
- some desk work using the computer and telephone, work is routinely subject to deadlines, and a significant degree of interaction with students and both on and off campus individuals is required. During busy times you can be on your feet most of the day.
- physical requirements include:
  - lifting/carrying - 10 to 40 lbs - often
  - repetitive motions - walking, bending, lifting

EDUCATION & EXPERIENCE

- Minimum educational requirement: high school diploma
- Previous print shop experience is strongly preferred.
- Previous experience working within a university setting would be considered an asset.