



Trinity Valley Community College

Job Description

Bookstore Purchasing Clerk

COMMITMENT TO MISSION

This job carries with it the obligation to uphold the Mission of Trinity Valley Community College (TVCC) in carrying out the duties of the position. A commitment to positive interpersonal behaviors, professional communication, diversity, integrity, leadership, stewardship, respect and accountability to TVCC students and employees is essential.

PRIMARY PURPOSE:

Responsible for customer service functions within the Bookstore including servicing student, faculty and staff needs.

REPORTS TO:

Director of Bookstore Services

SUPERVISES:

None

EDUCATION AND EXPERIENCE QUALIFICATIONS:

EDUCATION REQUIRED:

High school diploma or GED

PREFERRED:

Associate degree

EXPERIENCE REQUIRED:

Two (2) years' work experience in retail and/or relevant clerical position

PREFERRED:

Experience in online purchasing processes. Experience with inventory control in retail. Experience with point of sale (POS) systems.

OTHER LICENSES OR CERTIFICATIONS:

None

KNOWLEDGE AND SKILLS REQUIRED:

- Typing/Data Entry
- Computer software proficiency – Microsoft Office
- Operating equipment – office or otherwise
- Written and oral communication
- Interpersonal and/or customer service skills
- Basic Math
- Attention to detail
- Time management
- Federal Regulations and Directives
- Operational Systems and procedures

The foregoing statements describe the general purpose and responsibilities assigned to this job and are not an exhaustive list of all responsibilities, duties, and skills that may be required. Job Descriptions may be subject to change.

All TVCC positions are security sensitive and require a criminal background check.



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RESPONSIBILITIES:

- Answer incoming calls regarding Bookstore inquiries.
- Assist in maintaining appropriate cash control, inventory security, and fraud prevention techniques in the campus store.
- Assist in purchasing supplies for resale at all campus bookstores.
- Assist in the purchase of break room supplies for all campuses.
- Assist faculty/staff with supply purchases and orders. Record department charges for supplies with appropriate signature from faculty/staff. Accumulate charges for monthly report prepared by Director of Bookstore Services.
- Perform duties related to college mail and courier services, including U.S. Mail and intercampus mail.
- Daily pick up of mail from Athens campus offices, sorting inter-campus mail and posting out-going mail.
- Open and close Bookstore daily.
- Accurately complete sales at the cash register including those by cash, check, credit card, and student financial aid.
- Work with outside companies technical support teams to find a resolution if experiencing technical issues with the POS system or the TVCC Bookstore website.
- Stock merchandise including clothing, accessories and supplies.
- Personally maintain, and assist other staff in maintaining a level of excellence in customer service.
- Assist students in the selection of books and supplies required for specified classes.
- Assist students in the process of acquiring their textbook information or in the process of purchasing their textbooks on the website on the telephone, in store, or via email.
- Record financial aid charges for Bookstore merchandise to student accounts maintaining proper records as required by Business Office.
- Process textbook orders submitted online.
- Perform all duties included in processing online orders in a timely manner including processing paperwork, lifting textbooks, and packing boxes with correct items.
- Process and print shipping labels with our shipment software for each online order package.
- Maintain the Bookstore presence on social media
- Work assigned schedule and comply with timekeeping policy.
- Maintain confidentiality of information.
- Other duties as assigned by appropriate supervisory personnel.

WORKING CONDITIONS:

TOOLS/EQUIPMENT USED:

- Standard office equipment
- Calculator
- Multi-line phone system
- Copier
- Cellular Phone
- Ladder
- Small hand tools
- Fax machine

PHYSICAL DEMANDS:

- Requires: Stooping, Kneeling, Reaching, Standing, Walking , Pulling, Lifting, Finger dexterity , Grasping, Talking, Hearing, Seeing, Repetitive Motions, Sedentary Work, Computer Work
- Subject to: Medium Work
- May need: Crouching, Pushing

MENTAL DEMANDS:

- Emotional control under stress: Less than 25% of the time
- Frequent interruptions: 25-50% of the time

OTHER DEMANDS:

None

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The above job description has been reviewed with the employee. It was explained that all questions concerning duties, responsibilities, working conditions, hours, etc., should be directed to the immediate supervisor.

Employee's Signature

Date

Supervisor's Signature

Date

Approved: 7/18/01

Revised: 9/13/2021

Classification:	Staff	Coordinating/Non-Coordinating:	NC
FLSA Status:	Non-Exempt	TVCC Job Code:	1126
DBM:	A	Travel Required:	None
IPEDS/SOC CODE:	43-3061	Employment Status:	Full-Time
SALARY GRADE:	105	Length:	12 Mo.
FUND:	200	TRS POS. CODE	TRS 03

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