

San Diego Community College District

CLASSIFICATION DESCRIPTION

Title: Bookstore Sales Clerk

Unit: Office Technical

Page: 1 of 2
Job Code: J1360
Original Date: 02/1991
Last Revision: 01/2024
Staff Type: Classified
FLSA status: Non-exempt
Salary Range: 14

DEFINITION

Under the direction of an assigned bookstore supervisor or manager, train and provide work direction to temporary sales clerks in unpacking, shelving, selling, and collecting money for merchandise sold at bookstores; provide books and other supplies to students and staff during rush times and throughout the year.

EXAMPLE OF DUTIES

1. Assist students and instructors in locating appropriate textbooks and supplies for classroom use.
2. Determine shelf spacing for textbooks; stock retail sales floor; actively assist in unpacking merchandise, preparing incoming merchandise for verification, and pulling stock from ready issue areas; store overstock in ready-issue areas.
3. Provide guidance and direction to temporary personnel on the sales floor as directed; train hourly sales clerks, refund clerks, and customer assistance/shelving clerks; instruct temporary salesclerks in the operation of the cash registers and store policies.
4. Operate cash registers, make change, and operate refund window; verify opening bank and cash receipts at end of day.
5. Provide information to students, staff, and general public in person or on the telephone regarding hours of operation, procedures, textbook availability, book lists, catalogs, refunds, and deadlines.
6. Conduct periodic inventories of texts, resale supplies, and operating supplies.
7. Receive payment for and mail catalogs; maintain records of receipts and mailings.
8. Issue desk copies to instructors, keeping records of issues and requests for replacements of same; prepare or assist in preparing billings for desk copies not replaced.
9. Operate a variety of office machines and equipment, including computers, cash registers, P.O.S. terminals, credit card verifiers, ticket guns, pallet jacks, book carts, and two- and four-wheel dollies.
10. Perform related duties as assigned.

DESIRABLE QUALIFICATIONS

Knowledge:

- Cash register operation and close out procedures.
- Interpersonal skills using tact, diplomacy, and courtesy.
- Oral and written communication skills.
- Principles and practices of training and work direction.
- Record-keeping techniques.
- Salesmanship methods.
- Simple arithmetic.
- Technical aspects of field of specialty.

Skills and Abilities:

- Communicate effectively both orally and in writing.
- Create attractive showcase merchandise displays.
- Establish and maintain effective working relationships with others.
- Maintain records and files.
- Make simple arithmetic calculations.
- Operate a cash register and make change.
- Operate a variety of office machines and equipment, including computer hardware and software.
- Provide prompt, efficient, and courteous customer service.
- Receive incoming merchandise and stock shelves when needed.
- Train and provide work direction to temporary sales/stock clerks.
- Understand and follow oral and written directions.
- Work independently with little direction.

Training and Experience:

- Any combination of training and experience equivalent to: graduation from high school and at least one year of retail sales experience.

License:

- Valid California driver's license.

WORKING CONDITIONS

Physical Requirements:

- Category II

Environment:

- Moderate, bookstore setting. Subject to: lifting up to 50 pounds, climbing ladders occasionally, standing for long periods of time, bending and stretching.