

| TITLE                                | CLASSIFICATION | SALARY GRADE/ASSIGNMENT |
|--------------------------------------|----------------|-------------------------|
| LEAD CASHIER, BOOKSTORE              | CLASSIFIED     | GRADE: H<br>MONTHS:     |
| BOARD POLICY REFERENCE: New Position |                | Board Approved: 08/11   |

**JOB DESCRIPTION:**

Under supervision, provide customer service in a large community college retail setting; ensure a welcoming environment for all customers; oversee training, development, and support of all part-time, short-term, non-continuing cashier staff and interact regularly with students, faculty, staff, and the general public.

**SCOPE:**

The Lead Cashier, Bookstore, ensures all cashier and point of sale (POS) procedures are adhered to, oversees day-to-day operations of the cashier team, communicates staff scheduling needs to allow for sufficient coverage of the store and, resolves customer service issues. Provides input on new procedures and services to be offered; collaborates with Bookstore management regarding changes and improvements to Bookstore policies and procedures.

**KEY DUTIES AND RESPONSIBILITIES:**

*Examples of key duties are interpreted as being descriptive and not restrictive in nature.*

1. Acts as a lead worker to the cashier team; supervises, trains, and directs student assistants and short-term, non-continuing personnel.
2. Operates point of sale (POS) registers and ensures proper handling and safeguards in processing customer transactions with all forms of payment and returns and confidential student financial aid component of M.B.S. software program for Bookstore merchandise.
3. Resolves customer issues.
4. Maintains clean checkout and work space areas.
5. Ensures checking in, pricing, rotating, and restocking of merchandise.
6. Participates in physical inventory of all merchandise annually with external vendor by guiding the cashier team in inventory preparation tasks.
7. Communicates bookstore policies to students, staff, and the general public.
8. Provides back up and support to the Customer Service team as needed.
9. Monitors and maintains proper level of office supplies for the Bookstore.
10. Assists the Bookstore Accountant Specialist in maintaining internal controls of cash handling procedures to ensure minimum exposure to error or misappropriation.
11. Assists in opening and closing of the store as needed.
12. Participates in staff meetings, events, and projects.
13. Performs other duties as assigned.

## **EMPLOYMENT STANDARDS**

### **ABILITY TO:**

Interpret and apply the rules, regulations and policies of the Bookstore; perform effectively in high pressure situations; patiently address and resolve sensitive customer issues and concerns; analyze situations accurately and adopt an effective course of action; understand all aspects of the Bookstore computer systems; maintain confidentiality of records; pay attention to detail with a high degree of accuracy; communicate effectively, orally and in writing; operate electronic cash register, personal computer and related office equipment, and helium tank; maintain cooperative working relationships; and demonstrate sensitivity to, and respect for a diverse population.

### **KNOWLEDGE OF:**

Principles and practices of retail sales, cash handling; modern office methods and equipment including computerized and manual records systems; proper telephone techniques; proper English usage, spelling, vocabulary and grammar.

### **MINIMUM QUALIFICATIONS:**

*Candidates/incumbents must meet the minimum qualifications as detailed below, or file for equivalency. Equivalency decisions are made on the basis of a combination of education and experience that would likely provide the required knowledge and abilities. If requesting consideration on the basis of equivalency, an Equivalency Application is required at the time of interest in a position (equivalency decisions are made by Human Resources, in coordination with the department where the vacancy exists, if needed.)*

#### *Education:*

High School diploma or the equivalent.

#### *Experience:*

Experience in fast-paced retail environment. Experience in a college bookstore is strongly preferred.

### **LICENSE OR CERTIFICATE:**

This classification requires the use of a personal or District vehicle while conducting District business. Must possess a valid (Class C) California driver's license and an acceptable driving record.

### **SPECIAL REQUIREMENTS:**

Must be able to perform physical activities, such as, but not limited to, lifting heavy items (up to 50 lbs. unassisted), bending, standing for extended periods of time, climbing or walking.