
Auburn University Job Description

Job Title:	Asst, Bookstore	Level I	Grade SL01 \$25,500 - \$34,400
Job Code:	EF06	Level II	Grade SL02 \$27,500 - \$37,100
FLSA status:	Non-exempt		

Job Summary

Provides customer service to Auburn University Bookstore customers, staff and the campus community including special orders, receiving, delivery, stockroom assistance, and maintenance.

Essential Functions

1. Provides specialized customer service by phone and in person to bookstore customers.
2. Files and returns merchandise to companies and follows up on complaints.
3. Purchases general merchandise to fulfill special order requests and to replenish core merchandise products.
4. Distributes inventory to the appropriate bookstore departments; resets sales floor fixtures and helps stock as needed.
5. Operates and maintains delivery van; schedule/performs vehicle service when needed.
6. Makes deliveries to various departments/sites both on and off campus.
7. May perform data entry on purchase orders and invoices.
8. May perform general warehouse duties such as shipping and receiving, invoicing, basic custodial/general maintenance.
9. May research vendor pricing and availability on bookstore items.
10. May fulfill online orders, catalog orders, phone orders and counter orders.

Supervisory Responsibility

May be responsible for training, assisting or assigning tasks to others. May provide input to performance reviews of other employees.

The above essential functions are representative of major duties of positions in this job classification. Specific duties and responsibilities may vary based upon departmental needs. Other duties may be assigned similar to the above consistent with the knowledge, skills and abilities required for the job. Not all of the duties may be assigned to a position.

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Job Family Levels

Level	Responsibility	Knowledge	Education and Experience*
I	Follows specific procedures. Task variety is limited. Work is performed under close supervision.	Basic knowledge of standard office functions. Communicates with other is limited to exchange of routine information.	High school diploma or equivalent.
II	Tasks are varied and broad. Work is performed under occasional supervision.	Standard knowledge of office functions. Working knowledge of Auburn University administrative systems appropriate to the position.	High school diploma or equivalent plus 2 years. Experience must include at least 2 years at the preceding level or equivalent.

* See the "Minimum Required Education and Experience" section of the job description for any substitutions that may be allowed for education and experience.

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Minimum Required Education and Experience

Level I High school diploma or equivalent.

Level II High school diploma or equivalent plus 2 years. Experience must include at least 2 years at the preceding level or equivalent.

Focus of Education

High School Diploma or equivalent

Focus of Experience

Experience in retail sales and/or customer service

Substitutions allowed for Education:

Indicated education is required; no substitutions allowed.

Substitutions allowed for Experience:

When a candidate has the required education, but lacks the required experience, they may normally apply additional appropriate education toward the experience requirement, at a rate of one (1) year relevant education per year of required experience.

Minimum Required Knowledge

See Job Family Levels

Certification or Licensure Requirements:

Valid Driver's License

Physical Requirements/ADA

Occasional and/or light lifting required. Limited exposure to elements such as heat, cold, noise, dust, dirt, chemicals, etc., but none to the point of being disagreeable. May involve minor safety hazards where likely result would be cuts, bruises, etc.

Routine deadlines; usually sufficient lead time; variance in work volume seasonal and predictable; priorities can be anticipated; some interruptions are present; involves occasional exposure to demands and pressures from persons other than immediate supervisor.

Job frequently requires standing, walking, sitting, talking, hearing, handling objects with hands, and lifting up to 50 pounds.

Job occasionally requires reaching, climbing or balancing, stooping/kneeling/crouching/crawling, and lifting up to 100 pounds.

Vision requirements: Ability to see information in print and/or electronically.

Date: 1/29/2016
