Invites applications for the following position(s):

COMPETITION NUMBER: 556
C.U.P.E. Local 3338 – Temporary Position
TECHNICIAN, GRADE 6
BOOKSTORE
POSITION NUMBER: 118291

POSITION OUTLINE:
Provides technical support, customer service, and retail maintenance for the Bookstore. Under the direction of the Manager, Systems and Course Materials, maintains and updates the Bookstore website and eShop system; produces enhancements to the website by formatting (i.e., cropping, re-sizing) photographs using standard image editing software (i.e., Photoshop, Illustrator); processes eShop customer orders; provides comprehensive, visible, pro-active, and knowledgeable service to internal and external customers; coordinates the shipping of goods/merchandise; and maintains all areas of the Bookstore. Maintains the Bookstore’s integrated retail operating system (i.e., Sequoia) and ensures marketing materials, product selection, and product information (e.g., product description, min/max quantity levels, and taxation) are up-to-date on the Bookstore’s eShop system. Performs other duties and responsibilities consistent with the job description and classification on request. Please note: This is a part-time position working 40 hours bi-weekly. Priority will be given to qualified registered SFU students who must submit a Spring 2016 class schedule with their cover letter and resume.

QUALIFICATIONS:
• **High school graduation and general courses or training of moderate duration (one semester/equivalent) in e-Commerce or web technologies, and database, spreadsheet, and word processing applications.
• **2 years of related experience.
• 45 wpm keyboarding skills with a high degree of accuracy.
• Good knowledge of coding languages (e.g., JavaScript, HTML, CSS).
• Good knowledge of a point-of-sale, integrated retail operating system (i.e., Sequoia).
• Good knowledge of record keeping systems and concepts.
• Excellent customer service skills.
• Excellent interpersonal and communication (oral and written) skills.
• Good organizational, analytical reasoning and problem solving skills.
• Ability to use desktop publishing and image editing software (i.e., InDesign, Illustrator, Photoshop) to crop, colour correct, and retouch images.
• Ability to use a digital camera and upload images and videos online.
• Ability to troubleshoot a variety of basic hardware and software problems.
• Ability to assign and check the work of other positions.
• Ability to work independently and meet deadlines.
• Ability to work as a member of a team.
• Ability to exercise mature judgment and initiative.
• Ability to follow oral and written instructions.
• Ability to use email applications (i.e., SFU Connect) to compose basic email correspondence.
• Ability to add, subtract, multiply, and divide numbers with a high degree of accuracy.
• Ability to legibly record information.
• Ability to perform repetitive tasks for sustained periods of time (e.g., stocking books, tidying shelves).
• Ability to lift and move up to 10 kg.
• Ability to work flexible and additional hours including evenings and weekends.
• Ability to work at the Vancouver and Surrey locations as required.
• **or an equivalent combination of formal education, certificate/program of study and experience is acceptable.

HOURLY SALARY: $20.87
START DATE: ASAP
POSITION END DATE: April 1, 2016

A detailed resume and cover letter quoting Competition #556 must be received in our office by 4:30 pm on January 4, 2016, addressed to the attention of Jennifer Harrington, Human Resources Advisor. Please follow the application instructions at: http://www.sfu.ca/hr/prospective_employees/HowToApply.html.

We thank all applicants for their interest; however, only those selected for interviews will be contacted.

The University is committed to the principle of equity in employment
A more detailed job description may be obtained at www.sfu.ca/jobpostings