Invites applications for the following position(s):

**COMPETITION NUMBER: 423**

C.U.P.E. Local 3338 – Continuing Position

CLERK, GRADE 5

BOOKSTORE

**POSITION NUMBER: 118728**

**POSITION OUTLINE:**
Provides customer service, sales, cashier, clerical functions, and retail maintenance in all areas of the Bookstore/Spirit Shop, primarily in the general retail division, by providing comprehensive, proactive, and knowledgeable customer service to internal and external customers. Responds to all customer service requests and delivers positive customer experiences. Maintains an integrated retail database system; performs cashiering duties; provides assistance to co-workers; maintains all areas of the Bookstore/Spirit Shop; arranges for shipping and receiving of merchandise; performs opening/closing procedures; processes customer orders and refills order requests; verifies daily receipts, cashier floats, and main float; provides general clerical support; maintains product displays; troubleshoots problem orders; performs pricing duties; processes product returns and responds to requests from cashiers for change. 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.**

**QUALIFICATIONS:**
- **High school graduation and general courses or training of short duration (up to two weeks) in database, spreadsheet, and word processing applications.**
- **2 years of related experience.**
- **Good knowledge of sales processes (e.g., needs assessment, presentation, closing).**
- **Good knowledge of point of sale, integrated retail operating systems (e.g., Sequoia Retail Systems).**
- **Good knowledge of standard office record keeping and filing procedures.**
- **45 wpm keyboarding skills with a high degree of accuracy.**
- **Excellent customer service skills.**
- **Good interpersonal, organizational, and communication (oral and written) skills.**
- **Basic intercultural communication skills.**
- **Ability to operate an electronic cash register with a high degree of accuracy and satisfactorily complete a cashier training program.**
- **Ability to use word processing, spreadsheet, and database applications (e.g., Word, Excel, FileMaker) at a basic level.**
- **Ability to use email applications (i.e., SFU Connect) to compose basic email correspondence.**
- **Ability to work in a team environment.**
- **Ability to work independently.**
- **Ability to perform repetitive tasks for sustained periods of time (e.g., stocking products, tidying shelves).**
- **Ability to deal with frequent interruptions.**
- **Ability to perform arithmetic calculations with a high degree of accuracy.**
- **Ability to legibly record information.**
- **Ability to follow oral and written instructions.**
- **Ability to lift and move up to 10 kg.**
- **Ability to stand for periods of time of up to 2 hours.**
- **Ability to work flexible hours and additional hours including evenings and weekends.**
- **Ability to work at SFU Vancouver and SFU Surrey locations as required.**
- **or an equivalent combination of formal education, certificate/program of study and experience is acceptable.**

**BI-WEEKLY SALARY:** $791.16

**START DATE:** ASAP

A detailed resume and cover letter quoting **Competition #423** must be received in our office by **4:30 pm on August 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](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](http://www.sfu.ca/jobpostings)