Invites applications for the following position(s):  

**COMPETITION NUMBER: 435**  
C.U.P.E. Local 3338 – Continuing Position  
CLERK, GRADE 5  
BOOKSTORE  
POSITION NUMBER: 30138

**POSITION OUTLINE:**  
Provides customer service, sales, cashier, clerical functions, and retail maintenance in all areas of the Bookstore/Spirit Shop, primarily in the course materials 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; provides assistance to co-workers; maintains all areas of the Bookstore/Spirit Shop; arranges for shipping and receiving of merchandise; fulfills online orders; performs opening/closing procedures; verifies accuracy of information on adoptions and researches missing information; processes purchase orders and refills order requests; evaluates and approves refunds; provides general clerical support; performs cashiering duties; verifies daily receipts, cashier floats, and main float; 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.

**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.
- 45 wpm keyboarding skills with a high degree of accuracy.
- 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.
- Excellent customer service skills with the ability to deliver positive customer experiences.
- Good organizational, interpersonal, and communication (oral and written) skills.
- Basic intercultural communication skills.
- Ability to operate an electronic cash register with a high degree of accuracy.
- Ability to use word processing, spreadsheet, and database applications (e.g., Word, Excel, FileMaker) at a basic level.
- Ability to compose basic email correspondence using email applications (i.e., SFU Connect).
- Ability to process online customer orders using an e-commerce solution (e.g., Sequoia ePOS).
- Ability to work in a team environment.
- Ability to work independently.
- Ability to perform repetitive tasks for sustained periods of time (e.g., stocking books, 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 20 kg.
- Ability to stand for periods of time up to 2 hours.
- Ability to work flexible and additional hours including evenings and weekends.
- Ability to arrange transportation and 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:** $1,410.15  
**START DATE:** ASAP

A detailed resume and cover letter quoting Competition #435 must be received in our office by 4:30 pm on July 24, 2017, addressed to the attention of Monica Swanson, 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*