Invites applications for the following position(s):

COMPETITION NUMBER: 457
C.U.P.E. Local 3338 – Continuing Position
CLERK, GRADE 5
BOOKSTORE
POSITION NUMBER: 119428

POSITION OUTLINE:
Provides customer service, sales, cashier, clerical functions, and retail maintenance in all areas of the Bookstore/Spirit Shop, primarily at the Surrey campus, 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; maintains all areas of the Bookstore/Spirit Shop; arranges for shipping and receiving of merchandise; performs opening/closing procedures; performs cashiering duties; verifies daily receipts, cashier floats, and main float; verifies accuracy of information on adoptions and researches missing information; processes purchase orders and refills order requests; provides assistance to co-workers; provides general clerical support; troubleshoots problem orders; 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 position is located at Central City, Surrey, BC.

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 (e.g., SFU Connect).
- 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 10 kg.
- Ability to stand for periods of time up to 2 hours.
- Ability to work flexible and additional hours including evenings and weekends as required.
- Ability to work at SFU Burnaby and SFU Vancouver locations, as required.
- **or an equivalent combination of formal education, certificate/program of study and experience is acceptable.

STARTING SALARY: $1,410.15 (BI-WEEKLY RATE: $1,410.15, ANNUAL RATE: $36,789.83)
START DATE: ASAP

A detailed resume and cover letter quoting Competition #457 must be received in our office by 4:30 pm on August 2, 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.