

Job Description

Job Title: Bookstore Associate (casual)

Department: Hospitality Services (Bookstore)

Starting Rate: Minimum Wage

Purpose

This position is responsible for providing exceptional customer service and operational support to the University Bookstore team. The Bookstore Associate could be trained to work in all zones of the Bookstore, Gryph's Locker, and the Shipping/Receiving department, including frontline customer interactions (retail/text floor), online order fulfillment, and support for special events.

Key Responsibilities

Effective Communication & Client Service

- Greets, engages, and assists customers on the sales floor and at point-of-sale (POS). As frontline staff, the applicant must always provide exceptional customer service, ensuring customer needs are met.
- Provides customers with accurate information regarding products, services, policies, and seeks the answer from the appropriate staff member when unsure of the correct response.
- Performs an efficient and accurate checkout process.
- Ensures store standards are met and operational procedures are followed.
- Assists with sales and special events, especially convocation and start of term, which are mandatory.
- At all times, acts as a brand ambassador for Hospitality Services and the University of Guelph.

Inventory Assistance

- Fulfills online orders including picking and packing products for shipment.
- Under the supervision of full-time staff & team leads, applicant works to ensure effective inventory management – assists in the movement of merchandise from receiving and overstock areas to the sales floor, ensures shelves are stocked, replenished as needed and properly merchandised. Ensures that product tags/shelf tags are in place and accurate. Keeps accurate record of low stock.
- Assists with merchandise preparation for return to suppliers – pulls stock from shelves, removes labels, and packs merchandise for shipment.
- Verifies return quantities and ensures merchandise is properly packaged for shipment. Full time staff will confirm this critical step in the returns process.

Event Support

- Participates in Bookstore events, providing support with planning, setup, tear-down, documentation, etc. Events include appreciation sales, Convocation, pop-up sales, etc.
- Follows all established standardized event procedures and checklists
- Where appropriate, participates in pre- and post-event evaluations
- Makes recommendations for continually improving event procedures

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T 519-824-4120 x53715
bookstore@uoguelph.ca
bookstore.uoguelph.ca

Job Description

Required Qualifications

Knowledge/Skills/Abilities

- Customer service skills. Direct experience in retail service / customer service is an asset
- Strong service abilities with a genuine interest in serving the public and promoting school spirit
- Ability to work in a fast-paced and highly interactive, team environment
- Excellent written and verbal communication skills
- Ability to problem solve
- Part-time staff must have ability to work two (2) or more shifts (3 to 5 hours each) per week, including evenings, nights and/or weekends

Nature and Scope

The University Bookstore is a branch of the Hospitality Services department and is an ancillary operation providing academic support for course materials, UofG branded products, Gryphon's Athletic products, and technology products/services.

This position provides support to the operation in all areas. The applicant is expected to support team goals, maintain a positive working environment with co-workers and all University Bookstore staff. The applicant is expected to share duties as scheduled or assigned.

Physical and Sensory Demands

This position requires exertion of physical sensory effort resulting in slight fatigue, strain, or risk of injury. Some lifting, bending, stretching, and standing on a step stool is required from time to time to move/display products for sale. Lifting of product boxes weighing up to 50 lbs. is required from time to time.

Working Environment

This position works in a typical retail store and operational environment. There may be unusual hours or schedules, extended weekend hours, or weekday extended hours with varying volumes of work at different time of the year.