

UNIVERSITY OF ILLINOIS AT URBANA CHAMPAIGN

Illini Union, Bookstore Student Employee

Job Title: Student Employee- Cashier (Fall Book Rush)

Department: Illini Union Bookstore

Reports To: Manager, Operations

Description:

Purpose: To provide assistance and information to customers, cashier, help maintain all areas of department and to receive, price, and stock merchandise.

Hours/Schedule: Flexible - 20 hours per week, Fall Book Rush runs from August 21st through September 15th with opportunity for continued employment through end of the semester.

I. Job Duties

- Provide customer service to customers by placing their parcels in the bag check area, making sure they have the correct number tag to reclaim their parcel.
- Greet customers.
- Answer customer questions regarding merchandise carried and its location
- Process customer transactions on the cash register, including cash, checks and charge sales.
- Answer incoming telephone calls, correctly transferring calls to the specific department or person. Answering questions concerning general information about the store's function and operations. Take merchandise, catalog, and book orders and process them properly.
- Assist with the taking of annual bookstore inventory.
- Assist in pricing incoming merchandise.
- Assist in the setup for seasonal bookstore rush and special events.
- Assist Loss Prevention Staff in coordination with Bookstore Manager
- Assist in keeping the retail area clean and organized. Clothing straightened and folded. Books picked up and shelved neatly.
- Being able to communicate with no serious difficulties.
- Other duties as assigned by Bookstore Managers, and full-time retail staff

II. Education & Experience

- Must be enrolled for at least 6 credit hours during Fall and Spring semesters, and at least 3 hours during the Summer semester. If not currently enrolled in Summer

semester, student must have been enrolled for at least 6 credit hours in previous Spring semester or be enrolled for at least 6 credit hours in upcoming Fall semester.

- Previous experience with cash reconciliation and the security of monies

III. Other Qualifications Required

- Must have excellent customer service skills, including the ability to respond in a positive manner to multiple requests and under pressures.
- Ability to work with computers/cash registers.
- Able to handle multiple tasks.
- Available to work nights, weekends, holidays.

IV. Learning Goals

- Have the ability to provide excellent customer service to a diverse population.
- Develop sound problem solving skills when working with customer complaints.
- Have the ability to learn many areas of the store and the product in each area.

V. Physical Requirements

- Must be willing to lift heavy book bags and parcels
- Must be able to lift heavy books while operating the cash register
- Possible lifting of boxes of merchandise for pricing
- Standing for long periods of time.

VI. Working Environment

- Fast pace environment at certain times of the year.
- Extended hours will be worked during the bookstore rush and special events.
- Cold and hot weather will cause temperature fluctuations in the retail area.

Application Procedure:

For consideration, please complete an application at the following website and **specify your interest in Bookstore only**: <http://illiniunion.illinois.edu/Employment/>

Additional questions may be directed to: Dana McCool at dmccool@illinois.edu or call 217.300.5811 to set up an interview.