POSITION SUMMARY

This Extra Help position will provide needed support to retail operations by assisting customers on the sales floor, stocking merchandise, operating cash registers, providing customer service and answering phones. Also, the Extra Help position will be assisting multiple areas (operations, books, merchandise, Tech Zone, Quad Shop, Jitters Shop, etc.) within the retail stores operations doing various projects and sales floor transactions.

DUTIES AND RESPONSIBILITIES

Operate a cash register using our POS system which includes handheld registers. Ability to lift books, apparel, and souvenir and supply items purchased. Bag merchandise and give excellent customer service. Fill merchandise from backroom, receiving, returns, etc. Straighten merchandise on sales floor (books, apparel, souvenir, supplies, etc.), including folding, recovery, and merchandising independently or with instruction from supervisor or management.

Assists customers in locating & choosing the merchandise they desire and assists in suggesting best alternative merchandise choices as needed. Answers general knowledge questions about the campus and the community. Assists in customer service both on the phone and in person. Assists in training student employees as directed by supervisors or management. Assists in the setup, takedown, and other resets for seasonal bookstore back to school, retail special events and other special events.

Assists in delegation of student tasks or duties. Dusting and cleaning fixtures, from top to bottom, using implements and solvents, requiring ability to stoop, crouch, or kneel to complete tasks. Assists in pricing merchandise. Assists with conducting retail annual inventory at various levels. Performs other duties as assigned.

QUALIFICATIONS

Required

- Ability to learn the telephone system and to use effectively. Knowledge of and ability to use standard business etiquette. Excellent interpersonal communication skills and customer service skills are required.

Preferred

- Previous retail experience and point of sale register knowledge desirable, computer skills to look up merchandise in a Windows based environment.

WORKING CONDITIONS

- Standing for extended lengths of time in a retail, office or warehouse environment.
- Bending and lifting needed to stock merchandise.
- Available to work upon request, including but not limited to bookstore Rush, sale or promotional events, home sporting events, and other special events.
- Extended hours will be required during bookstore special events.
- Working in a retail, office or warehouse environment where conditions can vary from hot to cold temperatures.
TO APPLY

Apply for this position by creating a profile and completing an online application at https://jobs.illinois.edu/. Instructions for completing an application can be found here: Application Instructions

Once you have completed your profile, contact Illini Union Human Resources at 217 300-7443

The University of Illinois conducts criminal background checks on all job candidates upon acceptance of a contingent offer.

The University of Illinois is an Equal Opportunity, Affirmative Action employer. Minorities, women, veterans and individuals with disabilities are encouraged to apply. For more information, visit http://go.illinois.edu/EEO. To learn more about the University’s commitment to diversity, please visit http://www.inclusiveillinois.illinois.edu.