

# California State University, Fresno Association, Inc.

## CUSTOMER SERVICE/CASHIER LEAD – KENNEL BOOKSTORE

JOB ANNOUNCEMENT #18-940

<b>POSITION SUMMARY:</b>	<p><b>Customer Service/Cashier Lead for the Kennel Bookstore through the California State University, Fresno Association, Inc.</b> Under the direction of the Sales Floor Supervisor, the Customer Service/Cashier Lead will lead the team of student employees within the customer service area, which includes greeting, helping and directing customers. Assists with oversight of customer service and cashiers on the sales floor. The work schedule must be flexible, but in most cases the position would work from 9:00-1:00 pm, Monday through Friday. Limited to 960 hours per year.</p>
<b>ESSENTIAL JOB FUNCTIONS:</b>	<p>The Customer Service/Cashier Lead's duties include, but are not limited to the following:</p> <ul style="list-style-type: none"> <li>• Directs and over-see's the morning/evening shift of cashiers in the absence of the Sales Floor Supervisor</li> <li>• Assists in ensuring the bookstore is well stocked, clean and merchandised.</li> <li>• Assists the Sales Floor Supervisor in payroll control by reducing student/part-time employees hours when possible based on business needs.</li> <li>• Works closely with both the Sales Floor Supervisor and the Store Director, meeting regularly for direction and instruction.</li> <li>• Trains and gives direction to the Customer Service student and/or part-time employees.</li> <li>• Answers the telephone, answers questions, takes phone orders and transfers calls.</li> <li>• Flexible work week, at times.</li> <li>• Assist in the handling of employee, student athlete, and Department of Rehabilitation, VA and program purchases.</li> <li>• Assist customers with rental concerns and rental charges.</li> <li>• Assists in the maintaining of open purchase orders for the campus departments</li> <li>• Assists in performing year round wholesale buyback.</li> <li>• Assists in receiving and verifying campus department deposits.</li> <li>• Provides general information for the Kennel Bookstore.</li> <li>• Follows existing Association and University guidelines and policies where applicable.</li> <li>• Facilitates teamwork and team spirit among all staff within the bookstore.</li> <li>• Occasional overtime, Saturday and Sundays and later night hours when needed.</li> <li>• Performs other duties as assigned.</li> </ul>
<b>QUALIFICATIONS &amp; EXPERIENCE:</b>	<p><i>To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.</i></p> <ul style="list-style-type: none"> <li>• High school diploma or GED.</li> <li>• One (1) year certificate from college or technical school: or three (3) to six (6) months' related experience and/or training; or equivalent combination of education and experience.</li> </ul>
<b>COMPENSATION:</b>	\$12.00 - \$14.00 per hour, depending on experience. This is a non-benefited position.
<b>FILING DEADLINE:</b>	<b>Application review begins July 6, 2018; Open until filled.</b>
<b>TO APPLY:</b>	<p><b>Please visit the Auxiliary Human Resources page on our website at <a href="http://www.auxiliary.com">www.auxiliary.com</a> for job announcement and application. Applications may be mailed, emailed, faxed or delivered in person to:</b></p> <p style="margin-left: 40px;">California State University, Fresno          Auxiliary Human Resources          2771 E. Shaw Ave.          Fresno, CA 93710                      Fax: (559) 278-0988</p> <p>E-mail completed application &amp; resume to: <a href="mailto:HRAUX@LISTSERV.csufresno.edu">HRAUX@LISTSERV.csufresno.edu</a></p>

## **RESUMES WILL NOT BE ACCEPTED WITHOUT A COMPLETED APPLICATION**

*California State University, Fresno is a smoke free campus. For more information, please click <http://fresnostate.edu/adminserv/smokefree/index.html>  
 Employment for this position is by the California State University, Fresno Foundation. This is not a State of California position.*

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