



Date Submitted: June 2022

Reason for Submission: (Check One)

Update

Re-evaluation of Position

New Position, Initial Evaluation

## POSITION DESCRIPTION

Position Title: Bound and Copied Staff  
Department: Retail  
Position Status: Active  
Employment Type: Full time, Hourly

## POSITION SUMMARY

Assisting customers with purchasing books, consignment, printing, binding, faxing, lamination, and locker troubleshooting in a timely and professional manner.

**REPORTS TO:** Retail Supervisor & Director, Retail & Leasing

**COMMITMENT:** Monday to Friday, 9:00AM to 5:00PM

## KEY RESPONSIBILITIES

- Assist new and repeat customers with consignment, ensuring the customer understands the consignment process, as well as terms and agreement.
- Help customers locate books within the store to purchase, reconsign, or remove from the shelves.
- Keep the bookshelves free of expired books and organizing shelves so customers can easily find what they are looking for.
- Completion of printing, binding, faxing, or laminating for customers in a timely and organized manner.
- Work with a variety of printing, binding, and cutting equipment in the completion of jobs for customers.
- Maintain smooth operation of work areas by keeping all workspaces clean and safe.
- Assist students with locker problems including but not limited to – showing them how to open their locks, replacing broken locks, and retrieving their belongings from the locker storage room.
- Cash handling in both customer transactions as well as float balancing at the beginning and end of each shift.
- Abide by all Students' Union rules and regulations as well as regulations concerning copyright.
- Perform any other job-related duties as assigned.

**REQUIRED SKILLS AND ATTRIBUTES**

- Strong customer service skills
- Strong communications skills (verbal and written)
- Superior attention to detail
- Demonstrated planning, organizing and prioritizing abilities
- Ability to multitask and work well under pressure
- Strong computer skills including Word, Excel, PowerPoint, and Adobe

**WORKING CONDITIONS**

This position is primarily customer service based.

Work Environment:

- indoor

Conditions of Work:

- some desk work using the computer and telephone, work is routinely subject to deadlines, and a significant degree of interaction with students and both on & off campus individuals is required. During busy times you can be on your feet most of the day.
- physical requirements include:
  - lifting/carrying - 10 to 40 lbs - often
  - repetitive motions - walking, bending, lifting

**EDUCATION & EXPERIENCE**

- Minimum Requirements: High School Education
- Previous print shop experience is strongly preferred
- Previous experience working within a university setting would be considered an asset.