

**JOB TITLE:** Bookstore Accounts Technician

**DEPARTMENT:** Bookstore

**LOCATION:** Union Campus

**REPORTS TO:** Manager, Bookstore/Mail and Imaging Services

**FLSA:** Non-Exempt

**LEVEL:** 103

**DATE:** 4/13/18 (format);05/22/09

**POSITION SUMMARY:** Maintain customer financial aid accounts, perform clerical duties, customer assistance, file maintenance, Internet In-Site maintenance, purchase and process merchandise for the campus bookstore.

**EDUCATION, EXPERIENCE, and LICENSES/CERTIFICATIONS:** *(A comparable amount of training, education or experience may be substituted for the minimum qualifications.)* Completion of high school/GED and 2-3 years related experience.

**ESSENTIAL TASKS:** *Employee must be able to perform the following essential functions to the satisfaction of the employee's supervisor.*

- Establish and maintain accounts for students for purchases chargeable to financial aid awards. This process includes manual data entry for Rolla students and the File Transfer Protocol process for on campus students
- Prepare supply orders and departmental charges, maintain receiving and accounts payable records to insure correct budget code
- Maintain inventory control records
- Prepare invoices to bill other institutions for purchases
- Maintain accounts receivable for the bookstore
- Prepare and process Bookstore purchase orders, check requests and invoices.
- Assist in the daily operations of the bookstore as needed including questions from customers and sales clerks.
- Order commencement caps and gowns for professional staff and faculty.
- Assist with physical inventory--maintain the inventory records.
- Prepare financial aid receipts for all government programs and process them for the business office.
- Update financial aid on Colleague daily during rush.
- Purchase store merchandise.
- Maintain the appearance of the bookstore with fresh ideas by rearranging and building displays.
- Prepare deposit slip of bookstore sales and transport money to the bank for deposit.
- Assist with Book Buy Back Program each semester.
- Communicate effectively in a professional, tactful and courteous manner with students, employees, faculty, and the general public.
- Ensure that all activities are conducted within the established College policies, FERPA guidelines and other applicable laws pertaining to employment and education.
- Perform assigned responsibilities, duties, and tasks according to established practices, procedures, techniques, and standards in a safe and efficient manner and with minimal supervision.

**KNOWLEDGE, SKILLS, and ABILITIES:** Knowledge of department and college policies, procedures, and practices with the ability to answer work related questions; and/or interpret and apply these guidelines correctly in various situations. Knowledge of general office procedures and filing systems. Knowledge of general accounting principles. Ability to perform assigned responsibilities, duties, and tasks according to established practices, procedures, techniques, and standards in a safe manner and with minimal supervision. Ability to perform basic mathematical calculations. Ability to follow verbal and written directions. Ability to operate office machines such as 10-key calculator, pricing machine, cash register and other office machines. Working knowledge of bookstore sales procedures and practices. Excellent

communication skills. Excellent customer service skills. Ability to establish and maintain effective working relationships with other employees, superiors, students and the general public. Knowledge of pricing methods and computations. Ability to handle money responsibly. Knowledge of proper lifting techniques. Ability to develop and maintain a filing system. Ability to shift quickly between several tasks without loss of continuity. Ability to demonstrate safe work habits and safe use of equipment.

**LEADERSHIP and COMMUNICATION SKILLS:** Follow technical instructions, procedure manuals, and charts to solve practical problems; and/or compose routine or specialized reports or forms and business letters; and/or ensure compliance with clear guidelines and standards. Communicate to convey or exchange general work-related information or service to internal or external customers.

**DECISION-MAKING and ANALYTICAL SKILLS:** Requires frequent decision making affecting co-workers or the general public; may be responsible for providing information to those who depend on a service or product. Perform clerical or manual duties. Adhere to college and department policies, procedures, and practices. Perform job duties in a safe and efficient manner.

**EQUIPMENT/SOFTWARE:** Use office machines such as telephones, copiers, fax machines, or 10-key calculators. Use computers for data entry; use Microsoft XP, Microsoft Office (Excel, Word, Outlook); custom applications. Use Colleague (college database system). Use AS400; POS controller and cash registers; credit card machines.

**PHYSICAL DEMANDS AND WORKING ENVIRONMENT:**

**Environment:** Work is performed primarily in a standard office setting with frequent interruptions and distractions; extended periods of time viewing computer monitor; will require flexible schedule to work evenings and/or weekends;

**Physical:** Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, reach; to lift, carry, push, and/or pull light to moderate amounts of weight; and/or to operate office equipment that may require repetitive hand movement

**POSITIONS SUPERVISED:** None

**SIGNATURES:** I have read and reviewed the above job description with my immediate supervisor. This job description has been designed to indicate the general nature and level of work performed. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualification required for the job.

\_\_\_\_\_  
Employee Signature/Date

\_\_\_\_\_  
Supervisor Signature/Date

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