MAJOR PURPOSE:
Oversee the day-to-day operations of the University Apparel Store and Online Textbook Bookstore

PERFORMANCE MEASUREMENTS

Jessup Merchandise Store Responsibilities
- Manage retail sales, and process daily cash/invoice activity. Primary cashier during open store hours.
- Coordinate Special Event Sales
  - Retail Sales for requested University Events. (NSO - New Student Orientation, NSR- New Student Registration, TUG Registration, Preview Day, Alumni Events)
  - Identify Opportunities for and implement merchandise at special events and home games for Athletics
- Supervise Other bookstore staff: Schedule and oversee student workforce, as applicable
- Back Office Operations:
  - Primary liaison with Tree of Life bookstore vendor
  - Manage Inventory. Conduct fiscal year-end physical inventory of all bookstore merchandise.
  - Coordinate with marketing for design and creation of appropriate university branded merchandise for overall operations
  - Process and ship required returns of merchandise and ensure proper credits have been applied.
  - Coordinate with Jostens Vendor for commencement gown availability.
- Customer Service for Virtual Store
  - Oversee operations and customer service for the virtual store and perform follow through with vendor for all online consumer issues.

Online Bookstore Liaison Responsibilities
- Coordinate with University Faculty and vendor representative to identify and obtain the ordering schedule and textbook/teaching materials requirements.
  - Resolve booklist issues and coordinate sufficient textbook supplies with faculty and all vendors.
  - Coordinate with Registrar’s office on timelines for course and book adoptions
  - Communicate with Chairs of departments and faculty on how to resolve ISBN issues
  - Coordinate sufficient textbook supplies with faculty and Vendor and Order/submit instructor’s desk copy requests.
- Schedule and coordinate yearly textbook buyback dates and events with book vendor.
- Problem solve technical difficulties between the University and Follett/TOL.
- Oversee operations and customer service for the virtual store and perform follow through with vendor for all online consumer issues.
- Manage and update Textbook information on the My Jessup site http://my.jessup.edu/textbooks/order-books/
- Other duties as assigned by supervisor(s).

QUALIFICATIONS

EDUCATION/CERTIFICATIONS:
- High-School graduate or Associate Degree preferred

REQUIRED KNOWLEDGE:
- Experience in a retail business environment
- Systems and procedures of a bookstore environment desirable

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SKILLS/ABILITIES:
- Proficiency in Microsoft Excel and Word
- Strong attention to detail
- Excellent interpersonal communication skills with campus community and outside vendors
- Experience with online shopping cart technology, XML, CAMS helpful
- Inventory control experience helpful
- Bookstore or library experience helpful

WORKING ENVIRONMENT:
The employee agrees to promote the values and mission of WJU as a private Christ-centered University and live a life consistent with biblical principles. All employees of the University are expected to firmly support without reservations the William Jessup University doctrinal statement of personal Christian faith.

WORKING CONDITIONS:
The employee is regularly in a typical office environment with adequate light and moderate noise levels. No hazardous or significantly unpleasant conditions. Air-conditioned buildings; tile, concrete and carpeted floors; adjustable workstation with ergonomic keyboard is provided.

PHYSICAL ACTIVITIES AND REQUIREMENTS OF THIS POSITION:
While performing the duties of this job, the employee is regularly required to talk or hear and frequently required to stand, walk, sit, and use hands to handle files, computers, and phones; reach with hands and arms; stoop, and kneel. Frequent and regular repetitive movements required using the wrists, hands, and/or fingers. The employee will occasionally lift and/or move up to 55 pounds. Specific vision abilities include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

The above statements and job description is intended to describe the nature and level of work being performed within this job. They are not intended to be an exhaustive list of all responsibilities, duties and tasks. Other similar or additional duties are to be performed or assigned. Job descriptions are not intended as and do not create employment contracts. William Jessup University maintains its status as an at-will employer. Employees may be terminated for any reason not prohibited by law.

I acknowledge I have reviewed the content of this job description and understand that if I have any physical limitations or require any reasonable accommodations in order to perform my job, I must immediately inform administration.

Date: ______________________________________

Employee Signature: ________________________________________________

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