

YUKON UNIVERSITY
POSITION DESCRIPTION

PART I - IDENTIFYING DATA

Position Number: YC1025
Position Title: Bookstore Clerk
Incumbent: Vacant
Division: Student Services

Headquarters: Whitehorse
Supervisor's Name: Sherin Saj
Supervisor's Title: Campus Store Manager
Date Description Completed: January 20, 2006

PART II - SUMMARY (broad statement of why position exists)

Reporting to the Campus Store Manager, this position is responsible for assisting in the efficient operation of the bookstore and for performing all cashier functions for the University, including participating in invoicing, inventory control, and processing of accounts receivable.

A. Duties and Responsibilities

1. Major Function - the most important activity or responsibility required (describe what is done, why it is done, and how it is done):

Assists the Campus Store Manager in the operation of the University Bookstore to ensure an efficient and courteous service to students and customers, by:

- providing prompt and courteous service to bookstore patrons
- providing information about Yukon University as appropriate and direction to University resources
- advising students and instructors of text availability
- operating a cash register and debit machine
- receiving and recording cash from re-sales, dorm fees, cafeteria sales and a variety of in-house transactions
- accepting credit cards, obtaining authorizations, and completing sales drafts
- reconciling daily the funds in cash drawer to till tape printout
- receiving stock, checking invoice with merchandise, pricing merchandise, stocking shelves, and processing books to be returned for credit
- distributing training allowance and grant cheques and checking identification
- preparing a variety of correspondence: posters, flyers, etc. including letters to sponsors advising them of textbook costs for their clients
- filing invoices, requisitions, correspondence, flyers, sales information, etc.

Approximate percentage of job time above functions are performed: 85%

2. **Other Principal Activities, in order of importance (describing for each what, why, and how, and approximate percentage of job time required, rounded off to the nearest 5%):**

As requested by the Campus Store Manager other Yukon University staff, contributes to Bookstore or activities by:

- maintaining information on Courseworks (textbook management system)
- Participating in planning for special events and other marketing activities for the Bookstore
- Preparing invoice requests for government agencies
- Assisting with the creation and preparation of window displays

Approximate percentage of job time above functions are performed: 10%

3. **Examples of Additional Divisional Activities which may be performed:**

- ordering a variety of merchandise, like candy, soft drinks, cigarettes and sundry items, etc.
- setting up inventory count sheets on excel (once a year)
- entering journal vouchers and invoices into the Banner system

Approximate percentage of job time above functions are performed: 5%

4. **Approximately how long will it take for a fully qualified employee from outside the work unit to reach the full working level of the position is:**

Three months to become familiar with computerized operations, layout of bookstore, Yukon University and general routines.

B. Problem-solving and decision-making

1. a) **List any sections of Acts, Regulations, and Policies or Procedures the incumbent must be fully familiar with in order to perform the position's functions:**

Yukon University Bookstore refund policy
Relevant sections of Yukon University Policies and Procedures
Yukon University Calendar
Safety on Campus

- b) **Is the position responsible for interpreting, administering, or enforcing any of the above? If yes, explain.**

The incumbent must be familiar with the Bookstore policy to properly receive dorm fees, issue appropriate receipts, and properly record all sales.

2. a) **Describe the kinds of recommendations the incumbent is regularly required to make and to whom:**

Supervisor – changes to bookstore procedures in making operations more effective and assisting in sales promotion by suggesting specific book titles or merchandise to customers, students and instructors

b) Who normally makes the final decisions with respect to those recommendations?

The Campus Store Manager makes the final decision on the above recommendations unless they impact on other University operations, in which case the recommendations may be referred to the Director, Student Services

3. a) Describe the kinds of final decisions regularly made for which the incumbent is held accountable.

Purchases within delegated limits (\$1,000) in accordance with approved spending plans and providing accurate information to students, staff and public.

b) What is the direct impact of those decisions?

Commitment of funds and effective assistance to staff, students and public.

C. Freedom to Act

1. Describe the way in which this position receives direction:

The goals, objectives, and ongoing priorities for this position are established by the Supervisor. A good deal of work is generated by other University personnel, students, and customers. Other work is assigned by the supervisor on an as-needed basis. The incumbent has some input to priorities for day-to-day activities and is also expected to take initiative in identifying and completing other activities that are required on a daily basis in order to ensure efficient store operations.

2. What legislation, regulations, procedures, or established practices guide, constrain, or limit the activities of this position?

See B.1 a)

3. How is the work of the position normally checked or evaluated?

Regular feedback from Manager and formal periodic evaluations.

4. What types of decisions are normally referred to the supervisor? (Give examples)

Unusual queries or concerns from students, staff or public, when problems arise concerning books in stock, fees, or refunds which the incumbent cannot resolve; however, incumbent will frequently be required to work alone and within guidelines, resolve problems as they occur, e.g. Complaints from evening instructors regarding quantities of textbooks ordered.

D. Financial Accountability

Position is responsible for assigned cash float, and accuracy of processing for all funds collected.

1. a) Annual Budget (for unit under the direct control of the position):

Fiscal year:	\$
Annual payroll:	\$
O/M Budget (excluding payroll):	\$
Capital Budget (excluding payroll):	\$
Revenues:	\$
Recoveries:	\$

b) Who prepares this budget?

c) **What is this position's accountability for budget once allotted?**

N/A

d) **Does position have authority/ability to reallocate resources? (describe)**

N/A

e) **Signing authority levels:**

- requisition for purchases within amount (\$1,000.00) approved under university policy and as directed by supervisor

2. **Other expenditures or revenues influenced by this position and how.**

E. Management Supervision of Human Resources

X	1. No supervisory duties
	2. Supervisory Duties

a) Number of positions supervised directly:

_____ Permanent
 _____ Aux/Casual

b) Nature of supervision: **(check any of the following supervisory tasks that are to be performed on a regular basis):**

	a)	Show colleagues how to do tasks.
	b)	Train other employees in work procedures.
	c)	Assign work and review for quality/quantity.
	d)	Establish work priorities and schedules.
	e)	Change duties and responsibilities.
	f)	Participate with supervisor in employees' performance evaluation; -or- Formally appraise employees' performance and discuss appraisal with them, making a final recommendation to advance or withhold merit increments.
	g)	Recommend appointment or rejection upon completion of probationary period.
	h)	Interview employees with attendance or performance problems.
	i)	Act as first formal step in the grievance procedure.
	j)	Interview candidates for vacant positions in the unit.
—	k)	Give opinion to supervisor on selection of new employees; - or - Make final decision on selection of employees.
—	l)	Other.

F. Key Personal Contacts

<u>Who (what positions or groups)</u>	<u>Purpose</u>	<u>Frequency</u>
Students	Sales, assistance, accept fees, information exchange	Daily
General Public	Sales, assistance and information exchange	Daily
Staff and Instructors	Sales, assistance, information exchange, resolve problems	Daily
Supervisor	Assistance, exchange information, receive direction, resolve problems	Daily
Vendors	Receive merchandise	Daily

G. Tools, Equipment, or Machinery Used

<u>Name</u>	<u>Purpose</u>	<u>Percentage of time</u>
Point of Sale terminal	Credit Card Sales	10%
Computer	Correspondence, e-mail, spreadsheet, banner, internet and text book database	10%
Adding machine	Calculations	5%
Fax	Information transmission	5%
Telephone	Communications	5%
Cash register and debit machine	Sales	65%

H. Working Conditions

Describe any adverse conditions that are normal and expected in the job.

a) Describe weights lifted:

<u>Type</u>	<u>How Heavy</u>	<u>Percentage of time</u>
Textbooks	Up to 50 lb.	10%

b) What working conditions (sitting, standing, bending, reaching) or types of physical effort (hiking, walking, driving) are required?

<u>Type</u>	<u>Percentage of time</u>
Standing/walking	40%
Lifting	10%
Sitting	50%

c) Describe any physical hazards present:

Type Percentage of time

N/A	
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d) Describe special physical conditions leading to discomfort:

Type Percentage of time

N/A	%
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e) Interpersonal Conditions: Check any of the following conditions, which are normal and expected in the job and give examples:

<input type="checkbox"/>	high level of dissatisfied clients
<input type="checkbox"/>	high level of emotional clients
<input type="checkbox"/>	potential for physical abuse from clients
<input type="checkbox"/>	regular critical deadlines
<input type="checkbox"/>	high level of irregular critical deadlines
<input type="checkbox"/>	constant interruptions
<input type="checkbox"/>	instructions from more than one source
<input type="checkbox"/>	students or staff under work related stress
<input type="checkbox"/>	Other: mental stress due to nature of problem solving and multi-tasking

Examples in support of

f) Travel Required – N/A

a)	average number of trips annually	
b)	average number of days per trip	
c)	average distance per trip	
d)	most frequent mode of transportation	

I. Organization Chart

- Complete portion above dashed line whether the position supervises or not.
- Complete portion below dashed line if this position supervises others.

IMMEDIATE SUPERVISOR'S POSITION

Title: Campus Store Manager
Classification Level: BU6

PEER POSITIONS: (all those reporting to the same immediate supervisor)

Title: Bookstore Clerk Classification Level: BU3	Title: Classification Level:	Title: Classification Level
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Title: Director, Classification Level:	Title: Classification Level:	Title: Classification Level
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SUBJECT POSITION TITLE: Bookstore Clerk

SUBORDINATE POSITIONS:

Title Classification Level: No. of Employees	Title: Classification Level: No. of Employees:
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PART III – SIGNATURES

I confirm that this describes the duties and responsibilities I require of an incumbent in this position and have reviewed the description with the incumbent (where applicable).

I have read the foregoing position description and understand that it is a general description of the duties and responsibilities assigned to the position I occupy.

.....
Dean/Director or Designate

.....
Incumbent

Date:

Date:

PART IV – QUALIFICATIONS

To be completed by the Dean/Director or designate

Minimum Knowledge, Skills, and Abilities Required

- Knowledge of basic bookkeeping practices
- Knowledge of MS Office applications such as Word and Excel
- Basic knowledge of inventory control and pricing methods
- Ability to operate a cash register and debit machine
- Ability to handle cash appropriately and accurately
- Ability to ensure accuracy with billing/invoice procedures
- Proven abilities to work cooperatively in a team environment
- Ability to learn and use a variety of computer software/applications/databases
- Ability to create and prepare posters, flyers and displays.
- Ability to communicate effectively, both orally and in writing.
- Effective interpersonal skills, particularly in a northern/ multi-cultural post-secondary setting
- Initiative, flexibility, and adaptability to meet changing demands and schedules
- Ability to provide exceptional customer service
- Professional and positive outlook toward students, staff and the public
- Creativity in providing assistance with selection, display and selling of merchandise
- Ability to deal with customer concerns and appropriate problem solving

B. Licenses, Certificates Required - Give title and section of any legislation, regulations, or other authority where applicable.

C. Other skills and/or knowledge which may be desirable, but not necessarily essential to the performance of the position’s duties.

Marketing skills

PART V – UNIVERSITY SIGNOFF

Comments:

I approve this position description as being representative of the work I require to be performed and that the responsibility levels identified have been delegated to this position.

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Director, Human Resources Services

.....
University President

Date:

Date:

FOR HUMAN RESOURCE SERVICES USE ONLY:

Evaluation Point Results:	
Knowledge and Skills:	...70.....
Accountability:	...17.....
Mental Demands:	...11.....
Working Conditions:	... 5.....
Total Points:	103.....
Pay Level:	3.....