**POSITION DESCRIPTION**

**POSITION: Bookstore Clerk SUPERVISOR: Executive Director**

**GENERAL PURPOSE:** Assist students and staff in the use of materials, equipment or services provided by the ICC Bookstore; assist the Business Manager in the organization and operation of the Bookstore.

**ESSENTIAL FUNCTIONS:** Establish and maintain a high level of customer service in accordance with bookstore and college philosophy.

* Assist in the processing of all bookstore sales, including walk-in and phone sales.
* Prepare and process returns to publishers and vendors; prepare and maintain data records of returns.
* Acquire product knowledge of items sold and needs of college bookstore.
* Receive, price, and stock books, supplies, and general merchandise; update shipping and receiving data on computer as inventory is received for bookstore.
* Maintain controls to insure accurate and timely receipt of merchandise, desired inventory levels, and returns of merchandise under conditions of sale. Maintain and update bookstore inventory records.
* Perform functions related to cashiering such as: operating cash register and credit card machine; assist customers; answer telephones and customer service questions; and handle returns and complaints.
* Record, balance, and deposit monies according to established procedures; prepare sales reports and daily bank deposits for bookstore.
* Assist in quarterly book buyback for students.
* Use computer program to process financial aid, agency, and department charges while maintaining the confidentiality and security of protected student information in accordance with FERPA regulations.
* Train in all standard operational procedures and assist other staff in the general operation of the bookstore.

ICC values professionalism in its employees. The following attributes and behaviors are identified as examples of what is expected of an employee:

* Display empathy and positive regard for others in written, verbal and non-verbal communications.
* Work effectively with colleagues and students by practicing punctuality, respect for deadlines, collaborative problem solving, and honest communication.
* Build trusting relationships by acting with integrity, courtesy, and responsibility, even in the face of stress or demanding workplace conditions.
* Maintain proficiency as needed and approved by attending trainings, reading job-related materials, and meeting with others in area of responsibility.
* Dress appropriately for a workplace with frequent customer service interaction and community outreach.
* Meet all required standards of confidentiality and safety. Maintain work areas in a clean and orderly manner.
* All ICC policies and procedures shall be in affect.

**MANDATORY** **QUALIFICATIONS:** Associate’s degree or equivalent education plus One year of bookstore, cashiering, shipping and receiving, and/or inventory experience. Knowledge or previous use of bookstore management system. General knowledge of recordkeeping and statistical report preparation. Requires computer skills with the ability to use job-related software and the use of math. Able to communicate effectively verbally and in writing; pay attention to details. Must be able to work independently; deal tactfully with the public both in person and via telephone; maintain cooperative effective working relationships with faculty, staff and students; and actively support a teamwork environment. Able to multi-task in a high traffic/busy environment.

**Preferences:**

1. All applicants must meet the minimum required qualifications
2. Indian Preference, Yankton Sioux Tribal Member or Enrolled Tribal Member
3. Knowledge of Yankton Sioux people, communities, and culture
4. Knowledge of surrounding area, non-tribal communities and needs

**PHYSICAL DEMANDS:** While performing the duties of this position, the employee is frequently required to sit, communicate, bend, reach and manipulate objects, tools or controls. The position requires mobility. Medium physical exertion; duties involve moving materials weighing 10-25 pounds on a regular basis and 20-50 pounds on an occasional basis with assistance. Manual dexterity and coordination are required over 50% of the work period while operating equipment such as computer keyboard, mouse, calculator and similar machines.

**WORKING CONDITIONS:** Usual office working conditions. The noise level in the work environment is typical of most office/retail environments, but can be hectic and fast-paced at times. Significant daily contact in person and by phone with students and staff.

**SUPERVISION RECEIVED:** Works under the supervision of the Business Manager, under the Executive Director of ICC.

The above description covers the most significant duties performed but does not include other related occasional work.

**TYPE OF POSITION:** This is a non-exempt full time 40 hours per week permanent position.

**SALARY PER AVAILABILITY OF FUNDS:** The starting expected salary is $11.00 per hour with fringe benefits.

**APPLICATION:** For a job application call the college at 384-3997 or go to **www.iccoyate.com** for a complete job application and job description. Return the completed job application to the college along with resume, training certifications, references, and official documents if claiming Indian or Veteran Preference.

Mail or send all official documents to the attention of Marisa Joseph, Business Manager, Ihanktonwan Community College, P.O. Box 295, 9100 388th Avenue, Marty, South Dakota 57361. Phone 605-384-3997, Fax 605-384-3994.

For questions contact Dr. Tony Garcia, Executive Director/Academic Dean at 605-384-3997.

**ICC is an Equal Opportunity Employer**