Our Mission: It is the mission of Saint Michael’s College to contribute through higher education to the enhancement of the human person and to the advancement of human culture in the light of the Catholic faith.

Major Objectives:
- Excellent customer service is provided to customers in the store or by phone
- Customer transactions are handled efficiently at the Point-of-Sale cash register
- The Campus Store is properly opened and closed daily, and Saturday working hours are covered during the academic year
- Inventory control of the front end merchandise, such as snack foods, beverages, health & beauty items, periodicals, etc. is monitored and accounted for

Essential Duties and Responsibilities:
- Opens and closes the Campus Store, and covers Saturday hours during the academic year
- Handles customer transactions at the Point-of-Sale cash register, including sales, returns, phone orders, website orders, etc.
- Restocks front end merchandise and places merchandise orders as needed
- Handles regalia orders and returns for Convocation and Commencement
- Places periodical orders for magazines, newspapers, and subscriptions
- Handles shipping and receiving of UPS or FedEx orders
- Meets with front end merchandise vendors as needed
- Keeps cash register area, and front end merchandise area, neat and organized
- Answers telephone inquiries

Secondary Responsibilities:
- Enters merchandise data information into the Point-of-Sale systems
- Performs monthly Point-of-Sale system backup
- Assists in fiscal year end inventory count
- Helps with ordering of school supplies
- Trains new workers (new work-study students or temporary workers) on Point-of-Sale system
- Oversees work being done in the front end area
- Processes, tracks and ships donations for College events and external College related events

Positions Supervised:
- Not a management position, but has some supervisory responsibility for work study students or temporary workers

Major Contacts:
- Students (undergraduate and graduate)
- Faculty and Staff
- Alumni
- Prospective students and their families
- Parents of current students
- Friends of Saint Michael’s
- Vendors
Job Title: Customer Service Representative

Demonstrates Excellence:
• Greets all customers promptly and treats them with a consistently cheerful attitude
• Always uses proper etiquette when answering questions and conversing with customers in person, by phone, or by e-mail
• Uses excellent organizational skills to keep pertinent information in order and front end area neat and organized
• Handles questions, phone calls, customers at the cash register, while seamlessly multi-tasking other demands as they arise and overlap
• Has a highly proficient working knowledge of Campus Store operations, products, services, policies and procedures
• Maintains a high level of accuracy regarding transactions of cash, checks, credit cards, and with inventory information
• Performs well under high pressure/stress situations, especially during the back-to-school rush period, "buyback weeks", College special events, etc.

Education and Work Experience:
• High school diploma plus some post-secondary education, work experience, or specialized training
• 2 years +/- Customer Service or related experience

Analytic Skills:
• Some analysis of cause-and-effect problems based on a standard approach learned through training, established policy, or the use of established procedures.

Language and Literacy Skills:
• Reads and interprets documents such as operating instructions, procedure manuals, and College policies to guide own behavior. May need to spend substantial time on the telephone or in meetings to gather necessary information and plan projects. May need to respond to questions and solve problems for people using communications skills. Has the demonstrated ability to prepare or revise written reports or other documents

Computer/Technology Skills:

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Other:
- Point-Of-Sale System
- Textbook & general merchandise System
- Campus Store website

Licenses, Certifications and Other Requirements:
• None required

Physical Demands:
Work is often performed in a typical non-office environment requiring:
• Standing and/or walking for extended periods of time
• Reaching by extending hand(s) or arm(s) in any direction
• Dexterity sufficient to manipulate objects with fingers, for example operating a computer keyboard
• Basic agility for lifting and maneuvering large amounts of weight
• Communication skills using the written and/or spoken word
• Vision sufficient to see objects within normal parameters, peripherally and at a distance
A great deal of physical effort, often required to balance, stoop, kneel, crouch or crawl
Some degree of exposure to physical risk

While performing the duties of Campus Store Customer Service Representative, the employee is regularly required to lift and/or push 50-100 pounds.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with a disability to perform the essential functions.

Additional Requirements for the Job:
- Availability to work Tuesday through Saturday during Academic year
- Availability to work extended hours, or weekend hours, for College special events as needed

The above job description in no way states or implies that these duties are the only duties performed by this employee. The incumbent is expected to perform other related duties necessary for the effective operation of the College.