May 27, 2016

POSITION ANNOUNCEMENT

TITLE: Service Associate
DEPARTMENT: Course Materials
REPORTS TO: Senior Manager, Course Materials
HOURS: Seasonal, part time (10 to 20 hours per week)
SALARY RANGE: $10.00 per hour
FLSA STATUS: Non-exempt

POSITION SUMMARY:
Under the supervision of the Course Materials Manager, the Textbook Associate is responsible for assisting in the timely and efficient provision of course materials to meet the academic needs of the University and the fiscal requirements of Titan Shops.

OUR MISSION:
As a division of the CSUF Auxiliary Services Corporation, the mission of Titan Shops is to support the academic goals and strategies of California State University, Fullerton. Titan Shops is dedicated to providing students, faculty, staff, alumni, and fans with excellent customer service by offering quality products at competitive prices, while identifying new ways to enhance the campus community. All proceeds from Titan Shops operations are used to fund programs and services benefitting CSUF.

OUR ASSOCIATES:
Titan Shops associates must sincerely agree with and believe in our mission and strive to deliver the Titan Shops Experience to our customers. The following qualities and characteristics are essential to an associate’s ability to deliver the Titan Shops Experience and support our mission:
1. Positive attitude and genuine desire to assist people.
2. Willingness to learn and adapt to new challenges.
3. Respect for customers and fellow co-workers.
4. Initiative and a strong work ethic.
5. Good moral character.

ESSENTIAL FUNCTIONS:
1. Coordinates clerical activities in the Textbook Office area
2. Provides excellent customer service
3. Work with vendor and publishers to resolve various receiving and returns issues
4. Effectively communicate the goals and general information of the Course Materials Division to interested parties.
5. Provides a positive experience for customers with fast friendly and efficient service.
6. Operate cash register, processes daily deposits and maintains the change fund – only during Back-to-school periods.
7. Places orders and prepares the return of product as necessary.
8. Work with the textbook buyers to assist with displaying accurate information about textbooks status.
9. Keeps and maintains a timeline of upcoming events.
10. Follow-up tasks with various projects such as: returns, out of stock and cancelled textbooks.
11. Responsible for shelving textbooks and general books in a timely and organized manner
12. Responsible for maintaining the sales floor with updated shelf tags
13. Responsible for maintaining the text sales floor in a clean and neat manner
14. Greet and assist office visitors with courtesy and respect and provide useful information/ referrals.
15. Other duties as assigned.

**MINIMUM QUALIFICATIONS:**

**EDUCATION:**
High school diploma or equivalent required.

**SCHEDULE:**
Must be able to provide a work availability of 20 hours per week (MONDAY thru THURSDAY 8AM to 7PM) and Fridays between 8AM and 3PM

**EXPERIENCE:**
Some bookstore knowledge preferred, but not required.

**PHYSICAL DEMANDS:**
Prolonged standing and prolonged repetitive tasks. Walking, talking, hearing, pulling, bending, may carry over 50 pounds of objects/material, exposed to extreme noise level, use hands to finger, handle, or feel, reach with hands or arms, stoop and kneel.

**APPLICATION PROCEDURE:** To be considered an applicant; you must apply through our online applicant portal found on the following site:
http://asc1app.fullerton.edu/Finance/applicant/public/default.aspx

If you are a qualified individual with a disability or a disabled veteran, you have the right to request an accommodation if you are unable or limited in your ability to use or access our career center as a result of your disability. To request an accommodation, contact a Human Resources Representative at ascemployment@fullerton.edu.

CSU Fullerton Auxiliary Services Corporation is an Equal Opportunity/Affirmative Action employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex including sexual orientation and gender identity, national origin, disability, protected Veteran Status, or any other characteristic protected by applicable federal, state, or local law.