



UNIVERSITY
OF
LOUISIANA
L a f a y e t t e

Staff Vacancy

Position: Customer Service Associate (Art Dept.)

EEO No. BO 7-14

Responsibilities:

The Customer Service Associate plays an important role in the success of the University Bookstore/Red Zone and its relationship with the public and campus community. The candidate for this position is primarily accountable for achieving profitable sales results by assisting customers in making purchases, greeting customers and determining their needs and wants, answering customer questions, directing them to merchandise and recommending products all while providing a high level of customer service. Responsibilities generally associated with the position include greeting all customers entering the store, stocking store shelves, pricing items as they are received, maintaining store cleanliness, assisting in display of merchandise, counting in a cash drawer at the beginning of a shift, completing transactions, performing inventory functions and wrapping gifts. The everyday jobs included in this position are, but are not limited to, providing advice to customers regarding particular products, explain the use and advantage of individual items, address customer's concerns and show strong knowledge of merchandise and store policies and maintaining knowledge of store inventory and sales activities. The candidate should be willing to communicate effectively with vendors, customers and University faculty & staff, calling in disputes over merchandise with vendors, ordering from various vendors for necessary refills, orders and items needed for semester work as specified by professors. The Customer Service Associate in the Art Department should be willing to work various and irregular hours such as nights, weekends and holidays. He/she should be positive, friendly, and possess the ability to work within a team, work well under pressure to accomplish a goal and know and adhere to all policies of the store and relate well with others. The Customer Service Associate will also be dependable, accurate, self-motivated, polite and tactful.

Qualifications:

The ideal candidate will possess:

- High school degree or equivalent required.
- One (1) year retail experience preferred
- Excellent communication and interpersonal skills as well as service orientation (actively looking for ways to help people)
- Basic mathematical and computer skills and the general knowledge of operating a cash register
- The willingness and ability to learn new software
- The ability to stand for extended periods of time
- Problem solving skills
- Possess an excellent record of attendance, reliability, initiative and personal appearance in previous positions

Salary:

Salary is competitive and commensurate with qualifications, experience and proven ability. The holder of this position is an employee of the State of Louisiana and as such enjoys a generous benefits package.

Starting Date: ASAP**Applications:**

For initial consideration, applicants should be received Sunday, August 31, 2014 by 5pm and should include: a) a letter that demonstrates the candidate understands the position and how his/her background meets the position criteria; b) a comprehensive resume, c) three to five references.

Applications should be mailed to:

Tim McFarland, University Bookstore Director
P.O. Box 41209
Lafayette, LA 70504.

Questions may be directed to Tim McFarland via email: bookstore@louisiana.edu

Application Deadline: August 31, 2014