



## Job Description and Essential Function Analysis

Job Title:	Bookstore Assistant
Department:	Pioneer Bookshop
Reports To (Title):	Bookstore Manager and Assistant Manager
Date:	October 2009
Name of person completing this form:	Cassie Wherry
Title of person completing this form:	Bookstore Manager

### JOB SUMMARY

This position requires a person who enjoys reading and has an interest in local and regional history. The person must be able to create a welcoming atmosphere for a diverse clientele made up of townspeople, college faculty, students and tourists. He or she will be responsible for maintaining a clean and orderly appearance in the shop. This may involve creating and maintaining merchandise displays as well as data entry into the WinPRISM inventory control software. The primary responsibility is customer service, greeting customers as they enter, responding to their needs and completing the sales transaction at the cash register.

### ESSENTIAL JOB FUNCTIONS

#	Responsibility	% of Time
(1)	Customer Service <ul style="list-style-type: none"> <li>• Answer questions, make recommendations and complete sales transactions.</li> <li>• Answer the phone, take messages and transfers calls.</li> <li>• Take special orders and record customer requests</li> </ul>	75%
(2)	Merchandise/store maintenance <ul style="list-style-type: none"> <li>• Display and arrange merchandise to keep the store appearance fresh</li> <li>• Re-stock and maintain the inventory on the shelves.</li> <li>• Sweep floors, dust shelves, remove snow and ice from front walk</li> </ul>	15%
(3)	Supports the accounting/business functions <ul style="list-style-type: none"> <li>• Open and/or close the store, including functions in the POS administration system</li> <li>• Make daily deposit</li> <li>• Data entry</li> </ul>	10%

## GENERAL RESPONSIBILITIES

#	Responsibility
(1)	Maintain regular attendance in accordance with department policy.
(2)	Comply with all safety policies, practices and procedures. Report all unsafe activities to supervisor and/or Human Resources.
(3)	Understand and comply with the policies of the College Staff Handbook.
(4)	Demonstrate commitment to customer service. Establish effective relationships with internal and external customers and respond to their needs.
(5)	Perform duties as a team member in a manner supportive of department and College procedures, policies and goals.
(6)	Protect confidentiality of College information.
(7)	Provide leadership to others through example and sharing of knowledge/skill.
(8)	Communicate with others in a courteous and helpful manner.
(9)	Perform other duties as assigned.

## SUPERVISORY RESPONSIBILITIES

*Does this job have supervisory responsibilities? \_\_\_ Yes **\_XX\_** No*

## SUPERVISION RECEIVED

*Level of supervision that this position receives from their supervisor.*

General supervision: routine duties are performed with minimal supervision; standard practices or procedures allow to proceed alone at routine work; occasional check of work while in progress; work is reviewed upon completion.

## EDUCATION

*Level of education needed to successfully accomplish the essential duties of this job.*

Skilled in Microsoft EXCEL and WORD

## EXPERIENCE

*Level of experience needed to successfully start the position and accomplish the essential duties of this job.*

One year of experience demonstrating reliability, pleasant interactions with the public, cash handling procedures, cash register operations along with the desire to read and the curiosity to pursue historical facts and current events.

## COMPUTER OPERATIONS

Basic personal computer skills, including routine database activity, Microsoft WORD and EXCEL and cash register operation

## TRAVEL

None

## SECTION 2: ESSENTIAL FUNCTION ANALYSIS

Accurate identification of essential and marginal functions and the time required is important for making a variety of personnel decisions, including recruitment, hiring, performance evaluation, discipline, training and accommodation. The analysis explains the components of the job by identifying who, what, why, how much, and when.

### MENTAL/COGNITIVE REQUIREMENTS

How much on-the-job time is spent in the following mental/cognitive activities? Show the amount of time by checking the appropriate boxes below.

	<b>Amount of Time</b>			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Analyzing information or data	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Effective communication skills (written and verbal)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Composing & comprehending communication materials (written and verbal)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Establishing effective interpersonal relationships	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Adjusting to changes (work load, environment, department structure, etc.)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Using logic to define problems, collect information, establish facts, draw valid conclusions, etc.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Making decisions of moderate to substantial consequence	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Performing mathematical calculations	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Editing reports or technical materials	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Planning and organizing (work load, schedules, events, etc.)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Handle stressful, emotional and/or frustrating situations	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Working with numerous distractions	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Working under a time pressure and within timelines/deadlines	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Coordinating work with others	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Handling multiple assignments and priorities	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Completing work in an accurate manner	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Concentrating - maintaining attention to details and tasks	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Memory functions (remembering names, details and procedures)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

**PHYSICAL/ENVIRONMENTAL DEMANDS**

How much on-the-job time is spent in the following physical activities? Show the amount of time by checking the appropriate boxes below.

	<b>Amount of Time</b>			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Stand	___	___	___	_X_
Walk	___	___	_X_	___
Sit	___	_X_	___	___
Use hands to finger, handle, or feel	___	___	___	_X_
Reach with hands and arms	___	___	___	_X_
Climb or balance	___	_X_	___	___
Stoop, kneel, crouch, or crawl	___	___	_X_	___
Talk or hear	___	___	___	_X_
Taste or smell	_X_	___	___	___
Other: Lift & Carry	___	___	_X_	___

Does this job require that weight be lifted or force be exerted? If so, how much and how often?

Check the appropriate boxes below.

	<b>Amount of Time</b>			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Up to 10 pounds	___	___	___	_X_
Up to 25 pounds	___	___	___	_X_
Up to 50 pounds	___	___	_X_	___
Up to 100 pounds (with an assisted device)	___	_X_	___	___
More than 100 pounds (with an assisted device)	_X_	___	___	___

Moderate physical activity performing somewhat strenuous daily activities.

**Vision Requirements:**

Close vision (clear vision at 20 inches or less)

Color vision (ability to identify and distinguish colors)

Peripheral vision (ability to observe an area that can be seen up and down or to the left and right while eyes are fixed on a given point)

Ability to adjust focus (ability to adjust the eye to bring an object into sharp focus)

Make notes on the specific job duties that require the physical demands selected above.

Reading paperwork, recording data, entering data into a computer, distinguishing color in merchandise such as a garment or art materials, noticing customers as they enter and move about the store.

## WORK ENVIRONMENT

How much exposure to the following environmental conditions does this job require? Show the amount of time by checking the appropriate boxes below.

	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Wet or humid conditions (non-weather)	___	<u>X</u>	___	___
Extreme cold (non-weather)	<u>X</u>	___	___	___
Extreme heat (non-weather)	<u>X</u>	___	___	___
Outdoor weather conditions	___	<u>X</u>	___	___
Work near moving mechanical parts	___	<u>X</u>	___	___
Work in high, precarious places	___	<u>X</u>	___	___
Air Contamination (i.e., dust, fume, smoke, toxic conditions, disagreeable odors)	___	<u>X</u>	___	___
Fumes or airborne particles	___	<u>X</u>	___	___
Toxic or caustic chemicals	<u>X</u>	___	___	___
Work with explosives	<u>X</u>	___	___	___
Risk of electrical shock	___	<u>X</u>	___	___
Vibration	<u>X</u>	___	___	___
Risk of radiation	<u>X</u>	___	___	___
Confined Spaces	<u>X</u>	___	___	___

### Location:

Well-lighted, heated and/or air-conditioned indoor setting with adequate ventilation.

### Noise Level:

Moderate noise (examples: business office with computers and printers, light traffic)