



## **Riverhawk Books & Supplies Cashier**

Position# 25-018

**WVU Parkersburg** is a Community and Technical College located in Parkersburg, WV, with a branch campus in Ripley, WV. (We are not a branch of West Virginia University). We are dedicated to teaching and are accredited by the Higher Learning Commission to offer certificates, associate's and bachelor's degrees.

Non-Exempt/Classified/Hourly Staff, full time regular, benefits eligible position. Salary is commensurate with education and experience.

### **Pay Grade**

01

### **Benefits**

- Retirement plan with 6% mandatory every pay (biweekly) that is matched 100%
- Free \$10,000 life insurance policy
- Your choice of 7 different Health Insurance plans
- Dental, Vision, Hearing, Term Disability, Long & Short-Term Disability, Legal Insurance, Flexible Spending Accounts, Healthcare FSA, and Dependent Care FSA
- Annual and Sick leave
- Minimum 12 paid holidays per year
- WVU Parkersburg tuition waiver (if eligible) for an employee, employees' spouse or dependent of a full-time benefits eligible employee who is 24 years of age or younger

### **To Apply**

- Submit an Employment Application packet available at [www.wvup.edu/jobs](http://www.wvup.edu/jobs)
- If the position requires a degree, attach a scanned copy of your unofficial college transcripts with the Employment Application packet.
- WVUP is an Equal Opportunity/Affirmative Action Employer. Minorities/Veterans/Disabled Encouraged to Apply.

### **Function/Summary**

Efficient, courteous cashier who possesses excellent customer service skills. The cashier will scan the customer's selections, ensure that prices and quantities are accurate, accept payments, issue receipts, answer inquires, and provide helpful information to customers products, promotions, or item location. They will also respond to complaints, process refunds or exchanges of items, and maintain a clean workspace.

### **Minimum Qualifications**

Education:

- High school diploma or equivalent.

Experience:

- 6 months customer service or cashier experience.

Licensure:

- N/A

**Knowledge, Skills & Abilities**

- Ability to multi-task and work cooperatively with others.
- Ability to communicate respectfully and effectively with students, customers, and other internal stakeholders.
- Ability to assist students with ordering and receiving books.
- Ability to handle transactions accurately and responsibly.
- Strong customer service skills.
- Basic math and computer skills
- Attention to detail
- Helpful, courteous approach to resolving complaints

**Duties/Responsibilities**

Frequency:	Duties:
95%	<ul style="list-style-type: none"> <li>• Welcoming customers, answering their questions, helping them locate items, and providing advice or recommendations.</li> <li>• Operating scanners, scales, cash registers, and other electronics.</li> <li>• Balancing the cash register and generating reports for credit and debit sales.</li> <li>• Accepting payments, ensuring all prices and quantities are accurate and providing a receipt to every customer.</li> <li>• Processing refunds and exchanges, resolving complaints.</li> <li>• Bagging or wrapping purchases to ensure safe transport.</li> <li>• Following all store procedures regarding coupons, gift cards, or the purchase of specific items.</li> <li>• Ensuring shelves are stocked and finding items in storage.</li> <li>• Checking materials and supplies, and reporting when stock is low.</li> <li>• Keep the store clean and orderly, and arrange merchandise on shelves and in displays.</li> <li>• Process online orders, receive merchandise, and prepare merchandise returns for shipping.</li> </ul>
5%	<ul style="list-style-type: none"> <li>• Other duties as assigned.</li> </ul>

**Posted**

11/13/2024 with an application deadline of 12/02/2024.