

ANNOUNCEMENT OF EMPLOYMENT OPPORTUNITY

De Anza College

Customer Service Assistant-Bookstore

Job #07-181

Closing Date: 05/18/07

The Foothill-De Anza Community College District is currently accepting applications for **Customer Service Assistant-Bookstore, De Anza College**.

DUTIES AND RESPONSIBILITIES OF THE POSITION INCLUDE:

Under the direction of the Bookstore Director, assist in the design and implementation of processes and policies to ensure the delivery of a consistently high level of customer service. Assist with training, scheduling and providing work direction to temporary and part-time employees for everyday needs. Ensure the accuracy of non-classified employee data for payroll purposes. Under supervision, monitor attendance to meet the established staffing and payroll expense requirements of the Bookstore. Prepare, file and distribute personnel paperwork and time sheets for employees. Access all computerized on-line orders, process and complete the orders, and research and resolve any problems associated with these orders. Coordinate with various departments both in-store and on campus for off site events, graduation ceremonies, and community service projects. Ensure the overall cleanliness and appearance of the general merchandise and customer service areas of the store. Assign cleaning and merchandising responsibilities. Coordinate outgoing messages on phone system to ensure timely and accurate information. Ensure the return of voice mail and email messages daily. Assist in training new employees in proper telephone etiquette. Respond to customer and employee questions or problems in person and on the telephone. Act as backup for the Admissions and Records Accounting Assistant and the textbook office. Perform related duties as assigned.

MINIMUM QUALIFICATIONS:

1. Understanding of, sensitivity to, and respect for the diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disability, and sexual orientation of community college students, faculty and staff.
2. Any combination equivalent to one year experience in a customer service environment.

PREFERRED QUALIFICATIONS:

1. One year retail experience.
2. College level course work.

In addition, successful candidates will demonstrate the following:

1. Knowledge of retail terminology, practices and techniques.
2. Knowledge of modern office practices, procedures and equipment.
3. Knowledge of record keeping techniques.

4. Ability to effectively use interpersonal skills with tact, patience and courtesy.
5. Ability to assist in the day-to-day operation of the bookstore including executing opening and closing procedures.
6. Ability to communicate effectively both orally and in writing.
7. Ability to maintain records and prepare reports.
8. Ability to establish and maintain cooperative and effective working relationships with others.
9. Ability to operate a computer and cash register and use other assigned equipment.
10. Ability to apply and explain rules, regulations, policies and procedures.

APPLICATION MATERIALS:

1. A District application to be completed at www.fhdajobs.net (a paper application is available by visiting www.fhda.edu or by contacting Employment Services).
2. Resume of all work experience, formal education and training.
3. Cover letter addressing your qualifications for the position of Customer Service Assistant-Bookstore.
4. A separate document that provides information which demonstrates your understanding of, sensitivity to, and respect for the diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disability, and sexual orientation of community college students, faculty and staff.

Incomplete application packets will not be forwarded to the search committee for review.

Application materials become the property of the District and will not be returned.

CONDITIONS OF EMPLOYMENT

Salary: \$3,119.69 per month plus benefits; level N-37

Position: Full-time, Permanent, 12 months per year

Occasional weekend work may be required.

Starting date: As soon as possible upon completion of the search process.

Excellent benefits package which includes full cost medical coverage for employee and eligible dependents, dental, vision care, employee assistance program, long-term disability, retirement benefits and basic life insurance.

-OVER-

For information on our benefits package that includes fully paid medical for employees and dependents, visit our web site:

<http://hr.fhda.edu/benefits>

Persons with disabilities who require reasonable accommodation to complete the employment process must notify Employment Services no later than the closing date of the announcement.

The successful applicant will be required to provide proof of authorization to work in the U.S.

All interviewing costs incurred by applicant are the responsibility of the applicant.

For more information about our application process contact:

Employment Services

Foothill-De Anza Community College District

12345 El Monte Road

Los Altos Hills, California 94022

(650) 949-6217

Email: employment@fhda.edu

<http://www.fhda.edu>