



Federal Work-Study (FWS) Job Description

Department: Bookstore

Position Title: Student Worker

Supervisor: Sumer Smith

Position Summary

Assist the Bookstore with daily operations by providing customer service, stocking merchandise, organizing inventory, and supporting general office and retail tasks. This position provides valuable experience in customer service, retail operations, inventory management, and workplace professionalism while helping ensure an efficient and welcoming bookstore environment.

Essential Duties and Responsibilities

- Assist customers with purchases and operate the checkout register.
- Stock merchandise and keep the bookstore and Saints Café organized.
- Organize paperwork and assist with general office tasks.
- Deliver packages, check mail, and answer the telephone.
- Price merchandise, move books, and perform general cleaning duties.

Required Qualifications

- Federal Work-Study eligibility
- Enrolled SCC student
- Ability to maintain confidentiality (FERPA, if applicable)
- Reliable attendance and professionalism

Preferred Qualifications

- Strong customer service and communication skills.
- Dependable, organized, and detail-oriented.
- Basic computer and cash-handling skills.
- Ability to work independently and as part of a team.

Knowledge, Skills, and Abilities

- Effective communication and interpersonal skills.
- Strong organizational and time management skills.
- Ability to provide excellent customer service.
- Ability to accurately handle merchandise and inventory.
- Basic computer and point-of-sale (POS) system proficiency.



Working Conditions

Work is performed primarily in the campus bookstore and retail environment. Duties require standing, walking, bending, and occasional lifting of books, merchandise, and packages weighing up to 30 pounds. The position involves frequent interaction with students, faculty, staff, and visitors, as well as the use of computers, cash registers, and other standard office and retail equipment.

Work Schedule

Schedule determined around the student's class schedule.
A minimum of 15 hours per week availability is requested.

Learning Outcomes

- Develop customer service and retail operations skills.
- Gain experience with inventory management and merchandising.
- Strengthen communication, organization, and teamwork skills.
- Build experience handling transactions and maintaining accurate records.
- Develop professionalism and transferable workplace skills.

Acknowledgment

Students are expected to comply with all Shawnee Community College policies, maintain satisfactory academic progress, and perform assigned duties in a professional manner.