

## Position Description

### POSITION PROFILE

**Position Title:** EOU Bookstore Retail Associate

**EOU Department/College:** EOU Bookstore

**EOU Supervisor Title:** Rayne Chrusoskie, Store Manager

**Typical Job Duration:** Academic year, with the possibility of extending to summer depending on operational needs and performance.

**Job Level:** \$13.20 / hour, Level 1

**Type of Schedule/Typical Hours:** Flexible; must be able to work shifts during bookstore hours (typically 8 AM to 5 PM), including occasional weekends for special events.

**Typical Number of Hours Per Week:** 10-15 hours, with potential for additional hours during peak periods such as the beginning of semesters and textbook buyback events.

### POSITION INFORMATION

#### Student Position Description Summary:

The EOU Bookstore serves as a vibrant hub of college life and learning. We believe in creating retail and learning experiences that engage students, support faculty, and build alumni loyalty. Together, our teams and stores work to elevate lives through education. You can enhance your success by joining our dynamic team today! As a Campus Retail Associate you will provide superior customer service to our customers and support store leaders in all facets of retail operations to ensure the store is operating at optimal performance.

### **Job Duties/Responsibilities/Essential Functions:**

- Assist with processing sales transactions involving cash, credit, or financial aid payments.
- Provide a friendly atmosphere by greeting customers and focusing on their positive experience throughout their visit.
- Take initiative to support store operations including operating equipment and cash register while ensuring speed of service and accurate transactions.
- Keep the store looking fresh by shelving, arranging, cleaning, and organizing products or space within the store.
- Temporary positions require availability to work on a weekly basis for a period of 90 days or less with occasional weekends, and flexibility in scheduling for opening, midday, or closing shifts

## **HIRING CRITERIA**

### **Minimum Qualifications:**

- Enrollment: Must be a currently enrolled student at Eastern Oregon University and in good academic standing.
- Confident and comfortable engaging customers to deliver an elevated experience.
- An outstanding attitude with the willingness to learn and the capability to excel in a fast-paced, team environment.
- Basic math, keyboarding, and data entry skills.
- Flexible availability throughout the academic year including peak periods.

### **Preferred Qualifications:**

- Strong interpersonal and communication skills.
- Prior retail or customer service experience.
- Ability to handle multiple tasks simultaneously in a fast-paced environment.
- Familiarity with POS systems and basic computer applications.

### **Desired Knowledge, Skills & Abilities:**

- Detail-oriented with a knack for visual merchandising.
- Proactive in identifying tasks that need to be done and taking initiative to complete them.
- Ability to work effectively both independently and as part of a team.
- Strong problem-solving skills and the ability to adapt to changing situations.

## STUDENT LEARNING OUTCOMES

*As a result of completing this internship, the student will:*

### **Academic Learning Outcomes:**

- Apply principles of retail management and customer service from business courses to a real-world environment.

### **Industry Learning Outcomes:**

- Gain hands-on experience in retail operations, customer relations, and inventory management.

### **Career-Readiness Learning Outcomes:**

- Develop professional skills in communication, teamwork, and customer engagement that are essential for a career in retail management or other customer-focused roles.

## PROFESSIONAL DEVELOPMENT & TRAINING

### **Professional Development & Training**

EOU student employees have an opportunity to engage in professional development and training as a part of the job. Supervisors support the attainment of professional development by either providing internal department-specific training and/or time reassigned from normally scheduled duties to participate in University-wide training opportunities including appropriate virtual community training opportunities.

Specific training/professional development opportunities:

- *[job-specific training from your department]*
- *[University and virtual community training/events specific to the student position]*
- Multicultural-sponsored training, activities, and events
- Career exploration activities via Career Services
- EO Career Expo Career-Ready symposium First Wednesday in April
- Resume Review with Career Services and/or WorkSource Oregon

## LEARNING ASSESSMENT & PERFORMANCE EVALUATION

### **Learning Assessment and Performance Evaluation**

Once a term, student employees and supervisors meet to discuss the progress on completing the position's learning outcomes and the employee's job performance. Specifically:

- Adjustments to the learning outcomes and job duties as needed in order to meet the outcomes
- Upcoming training and professional development opportunities
- On-the-job performance feedback and the level of meeting job duty expectations
- Application of coursework to the workplace, job duties, and learning outcomes
- Application of possible connections to future career-related interests and coursework