

EXTERNAL POSTING**November 30, 2011****POSITION TITLE:** Textbook Department Coordinator, Part-time (29 hours/week), Follett Bookstore

THE POSITION: Under direct supervision, this position will work 29 hours per week and will assist the Manager in providing excellent customer service; conducting inventory counts; executing research and compiling data; receiving and shelving books; and daily housekeeping within the text department. Works closely with Store Manager to meet the needs of the store's customers, drive sales and profits. May assist other sales associates with completing the work of the department. Leads the activities of the sales associates in the department according to established guidelines; assists customers and suggests selection of textbooks; ensures shelves and other displays are stocked, restocked and maintained according to company standards; leads and may assist sales associates with processing online orders including but not limited to: entering sales; pulling books and merchandise and preparing same for customer pick-up or shipment; communicating order status to customers; and performing periodic website maintenance. Ensures markup or markdowns are taken; greets and assists customers in finding textbooks or other items in the store. Interfaces with publishers, faculty, staff, co-workers, Home Office associates, and vendors to answer routine inquiries, resolve problems and complaints, request status reports and takes book orders over the telephone. May write letters and/or memorandums to faculty and publishers. Responds to student, faculty, staff, alumni, publisher and other customer's routine questions, deferring more complex/escalated issues to Department Manager. Assists text manager with the administrative function involved in analyzing and editing adoption forms along with enrollment information and historical data to determine the number of new and used textbooks to buy for the store. May assist other store sales associates with completing the work of the department, as well as off-site sales opportunities. May be cross-trained to work in other areas of the Bookstore.

QUALIFICATIONS: Associate's Degree or equivalent experience required. Basic Microsoft Office skills and 9 – 12 months of previous retail or merchandising experience.

**ANTICIPATED
START DATE:** December 2011.

SALARY: Commensurate with existing salary structure.

**APPLICATION
DEADLINE DATE:** Review of applications will begin immediately and continue until the position is filled.

**APPLICATION
PROCEDURE:** Please send resumes to: 0233mgr@fhcg.follett.com. Call Ashley Hancock at (580) 774-3245 for more information.

Courtesy posting for Follett's Bookstore. Please direct all questions regarding this position to Ashley Hancock at (580) 774-3245 or email 0233mgr@fhcg.follett.com.