

Job ID: #COPE-23-13
Job Title: Bookstore Clerk
Department: Bookstore
Campus: Thunder Bay, ON
Status: Part Time, Permanent
Job Category: COPE Level 2 **INTERNAL**

Date Posted: August 11, 2023
Closing Date: August 18, 2023

Why Lakehead University?

Thunder Bay is one of Canada's top emerging cities. Here you will find a mix of modern city living and the best of nature – all on your doorstep. Thunder Bay provides small city affordability, big city opportunities and the bonus of a superior lifestyle. When it comes to location, nature and cost of living, Thunder Bay is one of the best places to live in Canada. For more on the vibrant city of Thunder Bay, visit thunderbay.ca.

At Lakehead University we challenge the conventional to provide a university experience that's far from ordinary. Your unique ideas will be respected and encouraged. Join our thriving academic community where you can make a real difference through innovation and collaboration.

Lakehead is a comprehensive University with a reputation for innovative programs and cutting-edge research. In 2022, for the third year in a row, Lakehead University was included in the top 100 of the Times Higher Education Impact Rankings. Lakehead is the highest ranked university in the world with under 10,000 students. Maclean's has once again included Lakehead University among Canada's top 10 primarily undergraduate universities in the magazine's 2023 University Rankings.

About this Job

Under supervision of the Manager, the incumbent's primary role is that of a customer service representative.

Job Duties

- Serve as the first point of contact for internal and external customers;
- Perform daily cash transactions on the POS system ensuring all transactions are handled in an accurate and timely manner;
- Respond to emails and telephone inquiries pertaining to course materials in a timely fashion;
- Open and close the Bookstore in accordance with store policies and procedures;
- Monitor the floor and gates for security issues and notify immediate supervisor of issues;
- Price, stock, tag and shelve course materials, general merchandise and stationery supplies;
- Print, process and ship all online web orders using Bookware 3000 and select shipping partners;
- As directed, pull and pack all course material slated for return;

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- Assist with the maintenance of spreadsheets as well as with the research and ordering of course materials;
- Assist marketing initiatives involving on-campus digital display screens and other forms of social media;
- Perform other related duties as required.

Qualifications

- Minimum Grade 12 education with 1-2 years post-secondary education;
- Minimum of one year of retail experience preferred;
- Working knowledge of POS systems;
- Must be mathematically competent;
- Ability to effectively handle frequent interruptions while meeting deadlines;
- Proficiency with PCs, email, general website maintenance, and various office programs including Microsoft Office (Word, Excel, Photoshop);
- Familiarity with social media platforms including Facebook, Twitter, Instagram, Pinterest and Snapchat;
- Ability to interact with students, staff and the public, exercising diplomacy and discretion;
- Excellent organizational, interpersonal and customer service skills;
- Ability to work within a culturally diverse environment;
- Ability to work independently and as a team player;
- Ability to lift up to 25 lbs on a regular basis;
- Familiarity with Lakehead University routines, policies and procedures (i.e. Lakehead Calendar, Occupational Health & Safety Act).

Working Conditions

- Office environment

What do We Offer?

This position offers a competitive remuneration package including salary and benefits.

How to Apply

Interested applicants may apply by clicking on this link to [this Google Form](#) and attaching your cover letter and resume in word or PDF format.

If you are experiencing any issues with the Google Form, please email careers@lakeheadu.ca for assistance.

We appreciate your interest; however, only those selected for an interview will be notified. Lakehead University is committed to creating a diverse and inclusive environment and welcomes applications from all qualified individuals including women, racialized persons, Indigenous people, persons with disabilities and other equity-seeking groups. All qualified candidates are encouraged to apply; however, Canadian citizens and permanent residents will be given priority. This is in accordance with Canadian immigration requirements.



Employment Opportunity

Lakehead University is committed to supporting an accessible environment. Applicants requiring accommodation during the interview process should contact the Office of Human Resources at (807) 343.8334 or human.resources@lakeheadu.ca to make appropriate arrangements