



Position: Course Materials Assistant – Inventory Specialist: Web Orders + Returns

Department: Academic Materials – Course Materials

Location: Corvallis Main Campus Store

Status/Category: A (Full-Time 35-40 hrs/week); non-exempt; hourly

SUBMIT APPLICATION ONLINE AT: <https://osubeaverstore.com/employment.html>

Specific Responsibilities for Course Materials Web Orders

Perform the processing of course materials web orders:

- Print and check orders from Miva, the ecommerce site
- Create batches on Miva for digital only orders and all other orders
- Communicate with customers when necessary to process orders
- Ensure timely and correct processing within 48hr turnaround time
- Process order on ecommerce platform Miva and/or POS
- Maintain pending/backorder order file
- Pull books and materials to fill orders
- Contact the warehouse for any shipping errors/ requesting a call tag
- Respond to customer order inquiries by phone, email and/or LiveChat
- Set up the order pick up area each term

Specific Responsibilities for Course Materials Returns

Perform the processing of course materials return:

- Perform textbook returns to publishers, distributors and wholesalers
- Run reports to designate quarterly returns
- Pull books and verify count to be returned, check condition
- Acquire necessary return permissions when applicable
- Create a transfer document for unreturnable titles not readopted
- Keep vendor file updated as it relates to return parameters

General Course Materials division responsibilities

- Assist with the digital textbooks set-up quarterly
- Assist when requested in shelving books upon arrival from the warehouse
- Answer course materials and general bookstore information questions in person, phone, email or LiveChat
- Handle cashiering responsibilities when and if necessary
- Other duties may be assigned by the manager

Required Knowledge Skills and Abilities

Shall have demonstrated ability to:

- Effectively organize work and work areas for maximum productivity and efficiency
- Follow established company directives, policies and guidelines
- Maintain dependability in attendance and meeting deadlines
- Work independently and share responsibilities with other staff when necessary
- Effectively communicate in a professional manner utilizing excellent oral and written communication skills
- Use sound judgment when making decisions
- Analyze and organize detailed information
- Work in an open shared area work environment.
- Complete data input with speed and accuracy
- Communicate with a diverse population, including customers using English as a second language and faculty/staff at all educational levels
- Work a flexible schedule, including occasional weekend and evening hours

Minimum Qualifications

- BS/BA or equivalent combination of coursework and experience at a four-year institution
- Understanding of WinPrism and/or ability to learn quickly
- General understanding of ecommerce platforms generally
- Experience working with vendors (orders, customer service, problem resolution)
- Experience working with internet tools for research and to access vendor sites
- Speed and accuracy in data input (will be tested)
- Ability to communicate with a diverse population, including customers using English as a second language and faculty/staff at all educational levels
- Availability to work a flexible schedule, including occasional weekend and evening hours.

Physical Demands: Use a computer keyboard, read a computer screen; lift up to 30 pounds repeatedly; stand at customer service counter, bend/lift/stoop to stock books on shelves from floor level to above head level repeatedly.

Efforts have been made to develop a complete job description, however; please be aware that the duties and requirements listed herein are not the only duties which you may be required to perform. The omissions of specific statements of duties does not exclude them from being assigned to you if the work is similar, related, a logical assignment to the position, or is necessary in an emergency.

By signing below, you acknowledge that you have read and understand the expectations of your position.

EMPLOYEE SIGNATURE

DATE