

## Washburn Tech Customer Service/Cashier - Ichabod Shop

**Hours:** 15

**Pay Rate:** \$7.25

**Job Type:** Departmental

**Contact:** [Adrienne Johnson](#)

**Phone:** 1921

**Description:** Job Description:

This position works as a cashier primarily at the Washburn Tech Ichabod Shop location. The primary duties of this position will remain around customer service and the cash register area. They will be responsible for stocking, cleaning, rotating soda inventory, straightening, order fulfillment, or providing customer service.

Availability

- o Monday – Friday (8:30 am – 1:00 pm or 12:00 pm to 3:30 pm)
- o During summer, fall, winter, and spring breaks.
- o More hours possibly available at Washburn Ichabod Shop (1700 SW College Campus)

Hours:

Hours are flexible around the student's schedule, with a maximum of 20 hours during the semester. This is a seasonal position and will work during winter breaks. During winter and summer break students can be scheduled to work up to 40 hours. Usually students work between 20-40 hrs over the summer depending on work load.

Qualifications:

Required: Must be a student currently enrolled at Washburn University, and able to pass a background check. Ability to communicate with customers. Must be able to move a minimum of 25lbs, and able to stand for long periods of time. Must have a valid Kansas driver's license.

Preferred: 6 months of retail experience in a clothing environment, and cash register experience

Responsibilities:

Customer Service includes greeting customers, assisting customers with finding the merchandise they are looking for, using suggestive selling, and closing a sale.

Cash Register and Proper Cash Handling responsibilities include ringing up customers at the cash register on a daily basis. Must be able to operate the different types of cash registers with limited supervision or assistance when at the store and out at events. Be able to count down cash drawer at the end of their register shift timely and accurately. Use proper cash handling procedures at all times, this includes counting back change to customers, checking bills larger than \$20 with counterfeit pen, checking for proper ID when accepting checks and credit cards.

Ichabod Shop responsibilities include arriving on time, greeting customers, knowledge of bookstore merchandise and departments, ability to assist customers find appropriate textbooks for their courses. Adhere to the Ichabod Shop dress code.

Other duties as assigned.

## Ichabod Shop Clothing & Gifts - Ichabod Shop

**Hours:** 20

**Pay Rate:** \$7.25

**Job Type:** Departmental

**Contact:** [Adrienne Johnson](#)

**Phone:** 1921

**Description:** Job Description:

This position works in the Ichabod Shop's clothing and gift department. This position will work directly with the Merchandise Manager and assist with purchases. This position will also work with Merchandise Manager to coordinate Event Assistant staff, and merchandise for sporting events, alumni events, and other events as designated by Merchandise Manager or Ichabod Shop Director.

Availability

Special Events – to coordinate the event and assist or fill in as needed.

General

- o One night per week in-store closing, until 6:15 PM.
- o Friday afternoons (ideally 1:00 – 5:00)
- o Other events as designated by manager or Bookstore Director

Hours:

Hours are flexible around the student's schedule, with a maximum of 20 hours during the semester. This is a full year position and will work during spring and winter breaks. During winter and summer break students can be scheduled to work up to 40 hours. Usually students work between 20-40 hrs over the summer depending on work load.

**Qualifications:**

Required: Must be a student currently enrolled at Washburn University, and able to pass a background check. Ability to communicate with customers. Must be able to move a minimum of 25lbs, and able to stand for long periods of time. Must have a valid Kansas driver's license.

Preferred: 6 months of retail experience in a clothing environment, and cash register experience

**Responsibilities:**

Customer Service includes greeting customers, assisting customers with finding the merchandise they are looking for, using suggestive selling, and closing a sale.

Cash Register and Proper Cash Handling responsibilities include ringing up customers at the cash register on a daily basis. Must be able to operate the different types of cash registers with limited supervision or assistance when at the store and out at events. Be able to count down cash drawer at the end of their register shift timely and accurately. Use proper cash handling procedures at all times, this includes counting back change to customers, checking bills larger than \$20 with counterfeit pen, checking for proper ID when accepting checks and credit cards.

Ichabod Shop responsibilities include arriving on time, greeting customers, knowledge of bookstore merchandise and departments, ability to assist customers find appropriate textbooks for their courses.

Softgoods department responsibilities include assisting the Merchandise Manager with the following:

- Work with computerized inventory control system to create purchase orders, build and maintain SKU/UPC codes, using standard guidelines to maintain consistency within the department.
- Place reorders and update the Open to Buy and file paperwork.
- Assist with paperwork by matching up receiving documents with invoices; and process them.
- Work with event assistants to replenish stock on the sales floor on a regular basis.
- Coordinate new inventory placement and develop plan-o-grams and work with staff to merchandise products.
- Communicate customer requests, out of stocks, sales information from events, slow sellers, and other information.
- Assist Supply Buyer with ordering Graduation Regalia (cap, gown, tassel, and hood) for students, faculty, and staff. Double check orders to ensure accuracy, and work with the receiving staff to check orders upon arrival.
- Reorder and special order undergrad regalia as needed to ensure we have adequate inventory.
- Return all undergrad regalia; ensure all rental gowns are returned from student and faculty to the company.

**Special Events:**

Back to School Rush

Alumni & Sporting Events

Graduation Events

o December (Friday night)

o May (Saturday all day)

o Graduation Fair

o Career Fair

Holiday & Sales Shopping Events

School Breaks: Spring Break, Fall Break, and Winter Breaks

Other events as designated by Merchandise Manager or Bookstore Director.

Bod Shop at the Bowl responsibilities include arriving with enough time to open the store one hour prior to the game starting, splitting breaks with the other student employee during appropriate times, keeping the store clean and orderly, setting up and stocking the Bod Shop prior to each home game, using hand held radios to communicate to the bookstore or police department, following closing procedures of the store.

Outside Sales responsibilities include arriving with enough time to set up booth prior to event starting, packing bookstore tubs according to pack list and event demands, setting up a display for customers to shop, understanding the set up and using hand-held cash register, working independently, securing merchandise at the end of the event, transporting locking cash bag to secure location, and unpacking the merchandise after event is over, communicating sales to buyer.

Other duties as assigned.

## Web Fulfillment Assistant Position - Ichabod Shop

**Hours:** 15

**Pay Rate:** \$7.25

**Job Type:** Departmental

**Contact:** [Adrienne Johnson](#)

**Phone:** 1049

**Description:** Web Fulfillment Assistant Position

Ichabod Shop

Course Materials Department Student

Job Description:

This position works in the Ichabod Shop's course materials department with the website fulfillment team. This position will work directly with the course materials staff and assist with customer service, and web order fulfillment.

Availability

Back to school season is the peak season, must be available end of July, August, December, January, and May.

Web

General

- o One night per week in-store closing, until 6:15 PM.

- o 3-4 Saturday's throughout the semester

- o Other events as designated by manager or Bookstore Director

Hours:

Hours are flexible around the student's schedule, with a maximum of 20 hours during the semester. This is a full year position and will work during spring and winter breaks. During winter and summer break students can be scheduled to work up to 40 hours. Usually students work between 20-40 hrs over the summer depending on work load.

Qualifications:

Required: Must be a student currently enrolled at Washburn University, and able to pass a background check. Ability to communicate with customers. Must be able to move a minimum of 25lbs, and able to stand for long periods of time. Must have a valid Kansas driver's license. Experience with Adobe Suite.

Preferred: 3 months of retail experience, and cash register experience

Responsibilities:

Customer Service includes greeting customers, assisting customers with finding the merchandise they are looking for, using suggestive selling, and closing a sale.

Cash Register and Proper Cash Handling responsibilities include ringing up customers at the cash register on a daily basis. Must be able to operate the different types of cash registers with limited supervision or assistance when at the store and out at events. Be able to count down cash drawer at the end of their register shift timely and accurately. Use proper cash handling procedures at all times, which includes counting back change to customers, checking bills larger than \$20 with counterfeit pen, checking for proper ID when accepting checks and credit cards.

Ichabod Shop responsibilities include arriving on time, greeting customers, knowledge of bookstore merchandise and departments, ability to assist customers find appropriate textbooks for their courses.

Web Fulfillment responsibilities include:

- Fill web orders placed on the internet site including, pulling orders, processing, packing and preparing for ship/pick up
- Assist customer over the phone with site navigation
- Assist in the updating of the web catalog, including but not limited to locating merchandise to put on web page, taking photos, writing descriptions, and loading them onto site.

Course Materials department responsibilities include:

- Helping students find their course schedule and accurately identify course material needs for the semester
- Answering phones and routing calls in the course materials department
- Work with computerized inventory control system to research adoptions as requested by staff.
- Communicate customer requests, backorders, sales information
- Assisting with customer textbook rental returns

Other duties as assigned.

Please apply in-person at the Ichabod Shop.