



POSITION TITLE: Bookstore Associate
DEPARTMENT: Business Office
REPORTS TO: Controller
CLASSIFICATION: Full-Time Non-Exempt
REVISED: February 2024
DEADLINE: Open until filled
LOCATION: Red Lake Nation College - Main Campus in Red Lake, MN
JOB STATUS: Full-Time, Must be On-site, In-Person

PRIMARY FUNCTION: Responsible for managing all functions of a college bookstore, including budgets and financial goals; maintenance of sales and inventory records; and related matters. Coordinates sales promotions, special events, book signings, and prepares merchandise displays, store layout, and advertising. Coordinates the ordering of books and merchandise. Ensures compliance with financial policies and procedures related to college functions. Interfaces with students, faculty, staff, and school administrators, ensures good campus relations, resolves complaints and escalates issues promptly and satisfactorily. Assist the Financial Aid office with student training and programs at in-service.

Perform various cashier, customer service, and inventory duties in the bookstore operation. Sell books and other products to students and collect monies according to established procedures. Operate a point of sale system to perform cashiering duties, count money, make correct change, and issue receipts. Greet and assist students and other bookstore customers; respond to customer inquiries and provide general information concerning bookstore product information and locations. Maintain bookstore environment in a clean and orderly condition: organize displays and ensure the cleanliness of floor, counters, and shelves. Perform other related duties as assigned. Monitor online orders and ship.

ACCOUNTABILITY: The Bookstore Associate reports directly to the Controller.

ESSENTIAL RESPONSIBILITIES: Essential and other important responsibilities and duties may include, but are not limited to, the following:

- Ability to operate a point of sale system and pricing equipment.
- Proficient in oral, written and electronic communication.

- Physical ability sufficient for standing frequently, lifting boxes up to 40 lbs intermittently and reaching to stock shelves or unpack boxes occasionally.
- Excellent customer service skills. Report to work regularly and on time. Communicate with others in a cooperative and respectful manner.
- Partners with course materials manager to oversee operations including enrollment figures, past history, inventory levels and current adoptions to determine the appropriate quantities of course material.
- Develops saleable inventory plans with the college business office to maintain proper levels to meet customer demand. Plans for special sales and promotions. Schedules regular appointments to meet with school representatives or other personnel. Manages the visual presentations to create an exciting shopping environment for customers.
- Composes letters, memos, reports, as needed. Issues store directives regarding store hours, store security and policies and procedures. Prepares invoices, chargebacks, store stock shipments and other back office functions.
- Other duties as assigned.

EXPERIENCE/ REQUIREMENTS:

- Knowledge of and commitment to the mission of RLNC.
- Knowledge of Anishinaabe culture and demonstrated ability to work with Native communities.
- Experience with POS systems, and inventory management systems.
- Knowledge and understanding of Anishinaabe culture and history.
- Strong organizational, time management, and problem-solving skills.
- Strong customer service, communication, and presentation skills.
- Strong analytical skills and financial acumen.
- Advanced relationship building.
- Demonstrated ability to influence a team and customer outreach.
- Ability to communicate clearly and effectively with all levels of employees and with a culturally diverse population.
- Ability to be flexible and to maintain composure when problems arise.
- Willingness to initiate and carry out complex tasks, with or without supervision.
- Willingness to travel occasionally for meetings and conferences.

EDUCATION/QUALIFICATIONS:

- 3+ years of retail management or strong customer service experience.
- Retail experience required.
- Associate degree preferred.

LICENSES AND OTHER REQUIREMENTS:

- Must pass a pre-employment criminal background check.
- Must pass a pre-employment drug and alcohol test.
- Possession of a valid MN driver's license.

This position follows our Red Lake Tribal Member and Indian Preference Policy.

HOW TO APPLY:

Please email an employment application, resume, and unofficial graduate transcripts to Floyd Jourdain, Human Resources, at floyd.jourdain@rlnc.edu. Employment applications can be found at www.rlnc.edu.