

JOB DESCRIPTION

Upper Columbia Conference of Seventh-day Adventists

Job title: Sales Associate, On-call

Department: Adventist Book Center,
Spokane, WA

Category: On-call

Wage grade/range: 55% (\$17.57/hour)

Classification: Non-exempt

Supervisor's title: ABC Manager

Date Updated: January 4, 2024

POSITION SUMMARY: Assists customers with questions and purchases. Requires excellent customer service skills, tact, friendliness, attention to details and effective interpersonal skills.

AUTHORITY, ACCOUNTABILITY: Authority as delegated by the supervisor. Work is performed with limited supervision. Responds to own supervisor. There are specific guidelines to follow, but the work requires the ability to carry out duties and meet deadlines independently.

ESSENTIAL JOB FUNCTIONS:

- Greet each customer and help them with their needs
- Operate the cash register at point of sale
- Answer the phone and take phone orders
- Tidy, dust, and re-stock shelves as needed
- Retrieve and take care of messages left on answering machine
- Monitor books and other items on hold and call customers and/or put back on shelf as needed
- Change the music in the store
- Take note of stock shortages
- Other duties as assigned

KNOWLEDGE, SKILLS & SPECIAL REQUIREMENTS: Strong customer service skills and sales experience. Must be able to communicate in English. Must be Seventh-day Adventist member in good standing. Must exhibit initiative. Most work is performed with minimal supervision; responsible for assigned tasks. Adaptable, able to evaluate priorities and customer needs. Ability to perform sales duties with speed and accuracy.

Knowledge of up-to-date office procedures such as filing, telephone techniques, office equipment (including computer, etc.). Position requires keyboard speed with accuracy. Must be able to facilitate good communications among departmental staff, other departments and outside personnel.

PHYSICAL REQUIREMENTS: Must be able to read, speak and hear. Must be able to effectively communicate both orally and in writing. Some standing, walking, bending, kneeling, carrying of light items with the occasional need to lift up to 20 pounds, etc. required. On-call work hours, as defined by *Upper Columbia Conference Hourly Employee Handbook*, are required. Overtime is never permitted without supervisor's prior approval.

WORK CONDITIONS: Essential responsibilities are performed primarily in both a sedentary and active environment. Tasks are usually performed under normal office conditions. Work area is well lighted and ventilated.

BENEFITS: This on-call position is eligible for the following benefits:

- Paid Sick Leave

Upper Columbia Conference Idaho and Washington locations are not eligible for Unemployment Benefits.