



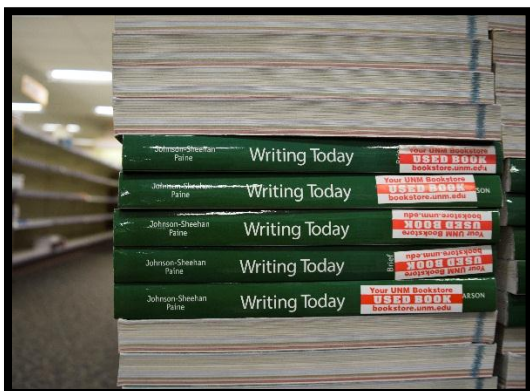
Customer Service

- Greets and directs customers
- Answer phones
- Cashiering duties
- Processing returns, exchanges, rental returns, and buyback
- Handling customer inquiries and concerns; invoking the appropriate department management as needed to resolve issues
- People lovers preferred

The customer service staff serves as the entry and exit ambassadors of the bookstore. They are responsible for greeting and directing customers when they first walk in the store, and giving them a pleasant and smooth purchase as they exit. Customer service student employees also assist with returns, exchanges, buyback, student accounts, and all sorts of general inquiries about the bookstore. Friendly and out-going employees, who love talking to people will do great in the Customer Service department.

Course Materials

- Assists customers with finding required and optional course materials, including used, new, rental, and electronic books, access codes, and hardware or software
- Assists with seasonal floor set-up, stocking, and returns
- Cashiering duties
- Serve as product expert regarding the various options available for course materials, pair up customers with the options that make the most sense for their budget and lifestyle
- Assists with inventory counts, special orders, product ordering and returns



The Course Materials department services the textbooks needs of the campus population. This department works tirelessly to guarantee that we have the items that students need for their classes in a timely manner, and at the lowest price possible. It requires learning a great deal about the numerous options available for students and professors to meet lifestyle and budgetary needs. Friendly attitude, willingness to learn, and a desire to help students get what they need is what we look for in Course Material student employees.

Supplies & Requisitions

- Assists customers with all office, art, and school supplies
- Ability to lift a moderate amount may be required
- Processes departmental orders from faculty, staff, and administration, in person, over the phone, and via email
- Requires polite and out-going demeanor
- Office supply geeks and art lovers preferred

The Supplies and Requisitions department is really two things in one. In supplies, we assist customers with buying anything from pencils to notebooks to molecular models, with all the school and art supplies students need. Employees in this department get to know the product inside and out so that they can give customer's recommendations. In requisitions, we help departments at UNM purchase the office supplies and equipment they need, selling office supplies in the store, and taking orders for anything we don't have. We interact daily with faculty, staff, and administrators from all over campus. A friendly, professional attitude is a must, and being a fan of supplies is a plus!



Technology

- Assists customers with all technology purchases, including computers, tablets, and accessories
- Cashiering duties
- Requires Apple and other sales training
- Requires considerable learning about numerous technology products
- Apple product knowledge preferred

The TechDen at the UNM Bookstore is an all-in-one technology shop. We're an Apple Authorized Campus Store and sell all of the current MacBooks and iPads. These employees go through a lot of Apple sales training so that they are able to answer customer's specific questions regarding technology, and make recommendations about what the best product is for a person. They are also experts on the other items we carry, everything from FitBits to GoPros. We are looking for employees eager to learn about technology products and follow new tech trends.



Apple Authorized Campus Store

Gifts & Clothing

- Assists customers on the sales floor
- Stock clothing and gifts to maintain fully stocked and accessible merchandise for customers
- Receive and verify inventory, fold and organize back stock areas
- Ability to lift a moderate amount may be required
- Create clothing and gift displays
- Help with Graduation Events
- Lobo Fans and Fashion Experts welcome
- Positive attitude and good customer service are necessities for this position



The Gift & Clothing department at the UNM Bookstore is a one stop shop for anyone looking to show their school spirit. We have a large selection of clothing from youth, to women's professional wear, to Nike, to Lobo socks! Our gift department provides departments, faculty, staff, and students with coffee mugs, tailgating and game day gear, desk accessories, water bottles, and much more. The Gift & Clothing Department also covers all the Graduation regalia, hosting a Grad Fair every fall and spring to help graduates prep for their big day. Join our team and be the first to see all the newest gear in town.

General Books

- Assists customers with finding non-course material books and supplemental materials
- Moderate amount of data entry
- Book stocking, merchandising, and display creation
- Assists with offsite book events which may take place during evenings and weekends
- Avid readers & book lovers preferred



The General Books department is a bookstore within the bookstore. We offer all types of non-text books, like New York Times bestsellers, classic and contemporary fiction, reference materials and children's books. We also have journals, reading gadgets, cards and calendars. If you love hanging out and browsing at bookstores, or you're an avid reader, this department would be a good fit for you. It requires some in depth knowledge of authors and titles, a moderate amount of data entry, and some night and weekend hours helping with book events around campus.

Medical/Legal Branch (North Campus Location)

- Assists customers with all Medical Legal Bookstore product and purchases; includes supplies, gifts & clothing, medical equipment, and course materials
- Answer phones
- Cashiering duties
- Processes departmental orders from faculty, staff, and administration, in person, over the phone, and via email; assists with deliveries
- Assists with receiving and stocking of inventory

The Medical/Legal branch of the Bookstore, located in the Domenici Education Center, services the students, faculty, and staff on North Campus. They provide course materials, equipment, supplies, and North Campus department-specific apparel and gifts. Student employees at this location do a little bit of everything in a smaller environment. The location is convenient for students who already spend a lot of time on North Campus for their studies.

