



**Date:** April 21, 2023

**Competition:** #23-36

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**APPLICATIONS ARE INVITED FOR THE FOLLOWING  
CASUAL POSITION - BOOKSTORE SALES ASSOCIATE**

**Position:** Bookstore Sales Associate (Casual)  
**Division:** Facilities, New Westminster Campus  
**Reporting To:** Manager, Ancillary Services

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**Justice Institute of British Columbia:**

Justice Institute of British Columbia (JIBC) is Canada's leading public safety educator with a mission to develop dynamic justice and public safety professionals through its exceptional applied education, training and research. JIBC offers internationally recognized education that leads to certificates, diplomas, bachelor's degrees and graduate certificates; exceptional continuing education for work and career-related learning and development; and customized contract training to government agencies and private organizations worldwide. Each year, over 36,000 students study at one of JIBC's six campuses in B.C., through online education, and at locations in more than 150 BC communities, as well as sites across Canada and around the world. Our education contributes to safer communities and a more just society by providing professionals with the knowledge, skills and abilities to excel at every stage of their careers and make a difference every day.

**Summary and Hours of Work:**

The casual Bookstore Sales Associate's primary responsibility is to provide customer service and sales support of Bookstore operations at our New Westminster Campus. Hours of work and days may vary depending on the assignment, shifts per person may average 1 – 3 per week, of 4 to 7 hours each. Hours and days of work will vary and are not guaranteed – this is casual, on-call work on an as-needed basis.

**Primary Responsibilities:**

**Customer Service**

- Provides high level of customer service;
- Conveys information to faculty, staff, students and other customers regarding the availability and pricing of required or recommended course materials;
- Maintains open lines of communication with other JIBC staff, vendor support personnel, and suppliers;
- Assists in the maintenance of inventory control;
- Performs sales, receiving, ticketing and display of inventory;
- Processes orders for shipping.

**Shipping and Receiving Duties**

- Completes shipping and receiving tasks.

### Other Duties

- Maintains general cleanliness and orderliness of store furnishings, fixtures and merchandise;
- Completes central office supplies ordering for the Institute;
- Completing all other duties assigned consistent with the position.

### Qualifications & Requirements:

#### Education and Experience

- Grade 12 plus completion of training related to computer literacy;
- Three to five years current related experience in a retail environment, preferably in a sales capacity with a campus or other bookstore operation (or equivalent combination of education and experience).

#### Knowledge, Skills and Abilities:

- Excellent interpersonal and customer service skills, with the demonstrated ability to exercise tact, good judgement and diplomacy;
- Excellent organizational and time management skills with the ability to plan and prioritize tasks, and efficiently meet deadlines;
- Ability to demonstrate effective team behaviours such as active listening, collaboration, balanced participation, and contributing to shared team goals;
- Ability to handle confidential information and make sound decisions in accordance with established policies and procedures;
- Ability to lift up to 25 lbs

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**Salary Range:** \$24.11 per hour (BCGEU Grid 9 assignments) (plus 6% vacation pay and \$0.79 per hour in lieu of benefits)

**Posting Date:** April 21, 2023

**Closing Date:** Open until filled (applications will be assessed as they come in)

Please submit a resume and cover letter, quoting Competition #23-36 to Human Resources at [hr@jibc.ca](mailto:hr@jibc.ca).

Justice Institute of British Columbia believes in creating accessible programming, workplaces and spaces that reflect the community we serve. Our desire is to continue to build an inclusive culture that encourages, supports, and celebrates the diverse voices of our employees and students and where everyone feels empowered to share their experiences and ideas.

We encourage applications from members of groups that have been marginalized on any grounds named under the B.C. Human Rights Code, including sex, sexual orientation, gender identity or expression, racialization, disability, political belief, religion, marital or family status, age, and/or a person of Indigenous ancestry.



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