



Customer Service Representative

StFX Store

NSGEU

Regular Full-Time

Classification: Band 2

Salary Rate: \$15.93-19.47 (Based on 35 hours per week)

Overview

StFX is a top ranking Canadian university and we are seeking a Customer Service Representative to be a part of the team at the STFX Store and Academic Services. This opening is for a permanent, full time position. Reporting to the Manager, StFX Store, and operating in conjunction with co-workers within the store, the Customer Service Representative will be responsible for serving various needs of customers and clients of the store. Occasional overtime and alternating weekend work is expected.

Responsibilities:

- Assisting customers in locating desired textbooks, trade books and supplies and in selecting a wide variety retail merchandise, including X-Rings
- Processing the sale of items via our POS System (BookLog) with timeliness, professionalism, and accuracy
- Answering phone and email inquiries and / or directing inquiries to appropriate personnel
- Maintaining a clean and tidy work and display environment.
- Building retail displays, stocking shelves and packing books and other merchandise for shipment.
- Providing service support and backfilling for the various store divisions as requested.
- Providing feedback to management, and area supervisors, arising via customer interaction.

Qualifications/Skills:

- Excellent customer service skills with a focus on professionalism and quality control
- Excellent time management and organizational skills.
- Knowledge of Windows XP and MS Office Suite; proficiency in Outlook and Internet Explorer
- Must be able to work extended hours without sitting and able to lift 25-50lb.
- Commitment to learn and comply with both University and StFX Store Policies.
- Ability to work well with others in a cooperative, and often fast-paced, environment.
- Successful completion of at least one (1) year of post-secondary education would be an asset and a minimum of one (1) year experience in a similar retail environment is required.

Application Instructions

Closing date for applications is July 4, 2023 at 1:00pm. To apply please submit a letter of application and a resume in confidence to **Human Resources, StFX University** at careers@stfx.ca. Only those selected for an interview will be contacted.

St. Francis Xavier University is located in Mi'kma'ki, the ancestral and unceded territory of the Mi'kmaq People.

Our institution is committed to upholding the values of equity, diversity, inclusion and accessibility. We encourage applications from members of groups that have been historically disadvantaged and marginalized, including Indigenous persons (especially Mi'kmaq), racialized persons (especially African Nova Scotians), persons with disabilities, those who

identify as women and/or 2SLGBTQIA+ and any others who would contribute to the diversity of our community. Please note that all qualified candidates are encouraged to apply; however, applications from Canadians and permanent residents will be given priority.

We are also committed to the elimination of barriers to participation for persons with disabilities. Should you require an accommodation during the recruitment process, please contact Human Resources at hr@stfx.ca or 902-867-5038.

About the StFX Store

The STFX Store is the principal location for purchasing textbooks for all courses offered by StFX University, including distance courses offered by Continuing Education and Distance Education. The StFX Store also proudly offers a large assortment of StFX crested gifts, books by local authors, and adult and children's clothing.

About St. Francis Xavier University

Established in 1853, St. Francis Xavier University (StFX) is consistently recognized as one of the best universities in Canada. StFX exceeds the needs of today's undergraduates through providing the very best academic experience -- outstanding teaching, exceptional hands-on research opportunities, and global exchanges -- all within Canada's most vibrant and inspiring residential campus. Here, the focus is on the academic and the personal development of every student, making community and social engagement a large part of the learning experience. Our students are academically strong and highly engaged in every aspect of life, determined to make a positive impact on the world.

In 2022, Maclean's annual university rankings put StFX #1 in student satisfaction and #2 in reputation across Canada in the primarily undergraduate category. For more, visit www.stfx.ca

About Antigonish, Nova Scotia

The beautiful and historic town of Antigonish is located within the northeastern corner of Nova Scotia. Only a 15-minute drive from the ocean and a two-hour drive to major urban centres, Antigonish is a family-friendly community with a diverse and growing population and provides access to excellent education at all levels. The town is surrounded by rolling countryside and beautiful beaches and is a hotspot for outdoor recreation, sports and other active lifestyle activities. Antigonish supports a vibrant culture in the arts with music, performing arts, visual arts and crafts, and fabulous festivals happening throughout the year.

For more information visit www.townofantigonish.ca or www.visitantigonish.ca.