



Position Announcement

Clerk II

No. 00001238

Location: Textbooks Office, Heidelberg Administrative Offices

Employee Class: Contingent III, Full-time, Grade 1

Description: The Textbooks Clerk reports to the Textbooks Office Supervisor and performs general clerical, secretarial, and data entry duties to support overall Textbooks Office operations. Duties include, but are not limited to, the following:

- Enters data for textbooks sent in bulk to the Education Centers;
- Processes all individual textbook orders sent via the DE web server for Distance Education students;
- Contacts DE students regarding their orders in writing and by telephone;
- Responds to incoming telephone calls and questions regarding textbooks received from Field Representatives, instructors, and students;
- Places calls to Education Centers informing Field Representatives of textbook pick-up and drop-off schedules;
- Calculates textbook retail prices based upon publisher and vendor invoices;
- Maintains textbook invoice files;
- Conducts internet searches as directed by the Manager regarding textbook titles and CD-ROMs;
- Assists with filing and photocopying; and
- Initiates paperwork in issuing textbook refunds.

Requirements: Applicants must be well organized, extremely attentive to detail, and able to keep accurate records while dealing with multiple tasks at the same time. Excellent customer service skills over the telephone, in person, and via e-mail, and a professional manner are a must. Basic computer application skills in word processing and spreadsheets as well as general office experience are desired. Microsoft application skills in Word and Excel are preferred.

Availability: Immediate (Internal applicants will be considered before external applicants.)

Closing: Open Until Filled

To Apply: Submit a cover letter, UMUC Application for Non-Teaching Employment, and résumé.

UMUC-Europe
Attn: Human Resources
Unit 29216
APO AE 09102

OR

UMUC-Europe
Attn: Human Resources
Im Bosseldorn 30
69126 Heidelberg, Germany

FAX: +49 (0) 6221 378 351

E-MAIL: edhrjobs@ed.umuc.edu