



## **CommonWord Bookstore Associate**

1.0 Full-Time Equivalent (FTE), One-Year Term (February 2026 to January 2027)

### **POSITION SUMMARY**

As the Bookstore Associate, you play a key role in supporting the mission of CommonWord by ensuring smooth operations across online fulfillment, in-store experience, and resource management. In this position, you have strong organizational skills, attention to detail, and a passion for excellent customer service.

### **KEY AREAS OF RESPONSIBILITY**

#### *Customer Service and Order Fulfillment*

- Support a positive in-store experience through attentive service and knowledgeable assistance.
- Process, package, and ship online, loan and retail orders accurately and efficiently.
- Ensure clear and prompt communication with customers regarding order status, shipping updates, and resource availability.

#### *Communications*

- Assist in creating and updating content for newsletters, social media, and promotional materials.

#### *Cataloguing*

- Enter, update, and maintain accurate product information in the inventory system.
- Ensure resources are consistently categorized and easily searchable both online and in store.

#### *Merchandising and Store Presentation*

- Organize and refresh store displays to enhance customer experience.
- Collaborate and implement seasonal and thematic layout and merchandising.

#### *Pricing, Shelving & Store Care*

- Price new inventory and maintain accurate shelf labeling.
- Keep shelves organized and maintain a clean, welcoming store environment.

#### *Events & Special Projects*

- Support initiatives such as author events, resource promotions, or store improvement projects.
- Participate in team brainstorming and contribute creative ideas for enhancing bookstore operations.

### **WORKING CONDITIONS**

This position is primarily based in a bookstore/library and office environment and involves a combination of computer-based tasks and in-store work. The Bookstore Associate requires regular standing, walking, and occasional lifting and moving boxes as part of shipping and receiving responsibilities. Work hours may include evenings or weekends to support events, busy seasons, or operational needs.

### **WHAT YOU OFFER**

- A commitment to the mission of CMU, and to its service in church and society.
- Experience in retail or bookstore operations.

- Strong organizational and multitasking skills.
- Excellent written and verbal communication skills.
- Ability to work both independently and collaboratively as part of a team environment.
- Familiarity with inventory systems and basic computer applications.
- Experience with Canva or other graphic design tools.
- Physical ability to lift and move boxes as part of shipping/receiving duties.
- Knowledge of Mennonite/Anabaptist resources and values.
- Comfort with social media and digital communication tools.

## **WHAT WE OFFER**

- Extended Health, Dental, & Vision Benefits
- Employer Matched Defined-Contribution Pension Plan
- Comprehensive Paid Time Off
- Tuition Scholarship Benefit Program for Employees and Dependents
- Employee and Family Assistance Program
- Free Meal Program

## **HOW TO APPLY**

We want to learn more about you! Please submit your cover letter and resume to [humanresources@cmu.ca](mailto:humanresources@cmu.ca). We thank all applicants for their interest; however, only those selected for an interview will be contacted.

**Closing Date:** Open until filled

*Canadian Mennonite University is committed to employment equity while ensuring our recruitment process is barrier free. Applications are encouraged from members of equity-seeking communities including women, Indigenous people, racialized people, people with disabilities, and people of all sexual orientations and genders.*

*If there are ways we can make this process more accessible for you, please let us know. You can contact us confidentially at [humanresources@cmu.ca](mailto:humanresources@cmu.ca) to discuss accommodations at any stage of the hiring process.*