
Auburn University Job Description

Job Title: **Mgr, Retail Sales & Service**

Job Family: No Family

Job Code: **EF14**

Grade SL07 \$40,000 - \$64,000

FLSA status: Exempt

Job Summary

The Manager, Retail Sales & Service is a customer facing position responsible for managing the customer experience. This position coordinates the TES and student sales floor staffing, cashiers, sales focus and customer care to ensure each and every customer has an exceptional experience in the Bookstore and satellite store. This position manages retail merchandising, focal point displays, and ensures shelf maintenance standards are maintained on a day-to-day basis.

Essential Functions

1. Manages the daily operations of sales floor staff and cashiers throughout the bookstore. Assigns, delegates, supervises, coaches, evaluates, and terminates student and TES employees. Monitors and controls scheduled labor hours. Coordinates the staffing of special events both on and off site.
2. Manages service and sales by ensuring staff members provide outstanding service to all customers. Assists in creating and implementing measureable service standards. Administers and supervises controlled cash register transactions. Assists in developing, implementing and administering in-store customer service surveys.
3. Oversees retail floor and cash wrap maintenance by delegating stocking needs to appropriate staff and executing retail plan-o-gram at cash wrap and key display units on the sales floor. Creates and posts daily side duties schedule; reviews and follows up to ensure satisfactory completion of tasks. Creates and maintains fresh, visually appealing store front focal points and counter displays geared toward customer need and increasing store sales.
4. Manages the scholarship program, cap & gown program, and graduation fair. Stays up-to-date on contract billing procedures for each scholarship type and ensures cashiers are adequately trained to perform contract billing transactions. Coordinates the timing and staffing of both the Graduation Fair and Cap & Gown Programs; works with the marketing department and bookstore office to plan and implement exciting programs for students.
5. Purchases goods for resale and ensures quantities are sufficient to meet demands while setting and adhering to financial metric goals. Purchases snacks, sundry items and other categories as assigned for Bookstore and Study ER.
6. Serves as lead cashier by being proficient on all register functions and coaching others on procedures. Creates, maintains, and updates cash register procedure manual. Works closely with the bookstore trainer to identify training gaps; coaches to improvement.
7. Responsible for staffing, operations and supervision of the Satellite store, Study ER, in the Library. Serves as a key holder and will be responsible for troubleshooting issues and concerns as needed during evening and weekend store hours.

Supervisory Responsibility

Full supervisory responsibility for other employees is a major responsibility and includes training, evaluating, and making or recommending pay, promotion or other employment decisions.

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The above essential functions are representative of major duties of positions in this job classification. Specific duties and responsibilities may vary based upon departmental needs. Other duties may be assigned similar to the above consistent with the knowledge, skills and abilities required for the job. Not all of the duties may be assigned to a position.



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Minimum Required Education and Experience

	<u>Minimum</u>	<u>Focus of Education/Experience</u>
Education	Some college; vocational or Associate's Degree	Associates degree.
Experience (yrs.)	4	Must have 4 years of retail experience, in which 2 of those years must include retail merchandising and consumer sales experience. Must have 1 year supervisory or leadership experience. Must have a proven track record of exemplary customer service. A Bachelor's degree in a business field, apparel merchandising, or retail management will substitute for 2 years retail experience.

Substitutions allowed for Education:

Indicated education is required; no substitutions allowed.

Substitutions allowed for Experience:

Indicated experience is required; no substitutions allowed.

Minimum Required Knowledge

Must know retail sales concepts and procedures. Must have visual merchandising skills. Must have cash handling knowledge. Must be proficient in Excel and Word. Basic to above average math skills.

Certification or Licensure Requirements

None Required.

Physical Requirements/ADA

Occasional and/or light lifting required. Limited exposure to elements such as heat, cold, noise, dust, dirt, chemicals, etc., but none to the point of being disagreeable. May involve minor safety hazards where likely result would be cuts, bruises, etc.

Routine deadlines; usually sufficient lead time; variance in work volume seasonal and predictable; priorities can be anticipated; some interruptions are present; involves occasional exposure to demands and pressures from persons other than immediate supervisor.

Job frequently requires standing, walking, reaching, talking, hearing, handling objects with hands, and lifting up to 25 pounds.

Job occasionally requires sitting, climbing or balancing, stooping/kneeling/crouching/crawling, and lifting up to 50 pounds.

Vision requirements: Ability to see information in print and/or electronically.

Date: 3/16/2018
