AUBURN
Human Resources

Coord I, Bookstore Trainer

Job Description

JOB INFORMATION

Job Code	EF12A
Job Description Title	Coord I, Bookstore Trainer
Pay Grade	SL04
Range Minimum	$34,210
33rd %	$38,780
Range Midpoint	$41,060
67th %	$43,340
Range Maximum	$47,900
Exemption Status	Non-Exempt
Approved Date:	7/28/2021 10:48:12 AM
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JOB FAMILY AND FUNCTION

Job Family:	Sales
Job Function:	Bookstore

JOB SUMMARY

Develops, coordinates and administers effective and consistent training programs to all University Bookstore staff. Coordinates staffing and employment processes of all casual employees and assists with the staffing needs of other full-time employees.

RESPONSIBILITIES

- Develops new training methods and materials for both initial onboarding process and seasonal training needs. Incorporates various media to enhance the learning process including PowerPoint and video. Understands and tailors training to the learning styles of different individuals.
- Conducts training programs for all onboarding staff to ensure a consistent and well-trained workforce. Performs initial and ongoing training for effective sales skills, customer service, and operating procedures for both POS and back-office systems of all departments.
- Administers and ensures the completion of both the initial and annual PCI training requirements of the University and the Bookstore. Maintains training records and files.
- Continuously identifies training gaps of individual employees and coaches to meet expectations. Creates, offers and presents refresher training workshops on multiple topics throughout the year.
- Coordinates the staffing of all casual employees for the bookstore (student and TES) including recruitment, job postings, interviews and hiring of 100+ employees annually; processes required departmental new hire paperwork.
- Assists with interviewing/screening/selection of full-time employees; processes required departmental new hire paperwork.
- Coordinates the annual and bi-annual performance evaluation process and processes EPAF's for resulting merit increases for student employees. Coordinates the assessment process and maintains records of the student employees.
- Assists in writing and compiling individual department operating procedures.

The responsibilities listed above show the typical duties for jobs in this classification. Actual tasks may differ depending on the department's needs. Other similar duties may be assigned with discretion of the supervisor. Not every duty will apply to every position, and the amount of time spent on each task can change based on department needs.

SUPERVISORY RESPONSIBILITIES

Supervisory Responsibility	May be responsible for training, assisting or assigning tasks to others. May provide input to performance reviews of other employees.

MINIMUM QUALIFICATIONS

To be eligible, an individual must meet all minimum requirements which are representative of the knowledge, skills, and abilities typically expected to be successful in the role. For education and experience, minimum requirements are listed on the top row below. If substitutions are available, they will be listed on subsequent rows and may only to be utilized when the candidate does not meet the minimum requirements.

MINIMUM EDUCATION & EXPERIENCE

Education Level	Focus of Education		Years of Experience	Focus of Experience	
Bachelor's Degree	No Specific Discipline.	and	2 years of	experience in a retail sales operations or customer service.	

Substitutions Allowed for Experience	Yes
Substitution allowed for Experience: When a candidate has the required education, but lacks the required experience, they may normally apply additional appropriate education toward the experience requirement, at a rate of one (1) year relevant education per year of required experience.	

MINIMUM KNOWLEDGE, SKILLS, & ABILITIES

Knowledge of retail operations and training methods.	

MINIMUM LICENSES & CERTIFICATIONS

Licenses/Certifications	Licenses/Certification Details	Time Frame	Required/ Desired	
None Required.				

PHYSICAL DEMANDS & WORKING CONDITIONS

Physical Demands Category:	Other

PHYSICAL DEMANDS

Physical Demand	Never	Rarely	Occasionally	Frequently	Constantly	Weight
Standing				X		
Walking				X		
Sitting			X			
Lifting	X					
Climbing			X			
Stooping/ Kneeling/ Crouching			X			
Reaching			X			
Talking					X	
Hearing					X	
Repetitive Motions					X	
Eye/Hand/Foot Coordination					X	

WORKING ENVIRONMENT

Working Condition	Never	Rarely	Occasionally	Frequently	Constantly
Extreme cold			X		
Extreme heat			X		
Humidity			X		
Wet			X		
Noise			X		
Hazards			X		
Temperature Change			X		
Atmospheric Conditions			X		
Vibration			X		

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