AUBURN
Human Resources

Mgr, Retail Sales & Service

Job Description

JOB INFORMATION

Job Code	EF14
Job Description Title	Mgr, Retail Sales & Service
Pay Grade	SL07
Range Minimum	$42,990
33rd %	$51,590
Range Midpoint	$55,890
67th %	$60,190
Range Maximum	$68,780
Exemption Status	Exempt
Approved Date:	6/7/2024 3:00:57 PM

JOB FAMILY AND FUNCTION

Job Family:	Sales
Job Function:	Bookstore

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.

RESPONSIBILITIES

- 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.
- Manages service and sales by ensuring staff members provide outstanding service to all customers. Assists in creating and implementing measurable service standards. Administers and supervises controlled cash register transactions. Assists in developing, implementing and administering in-store customer service surveys.
- 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.
- 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.
- 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 satellite stores.
- 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.
- Responsible for staffing, operations and supervision of the satellite stores. Responsible for troubleshooting issues and concerns as needed during evening and weekend store hours.

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

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	
Associate's Degree	Business, Apparel Merchandising, or Retail Management	and	4 years of	Retail Experience, of 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.	

MINIMUM KNOWLEDGE, SKILLS, & ABILITIES

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

MINIMUM LICENSES & CERTIFICATIONS

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

REQUIRED PRE-EMPLOYMENT/ONGOING SCREENINGS

Financial History Check

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		25 lbs

PHYSICAL DEMANDS

Physical Demand	Never	Rarely	Occasionally	Frequently	Constantly	Weight
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.