AUBURN
Human Resources

Mgr, Technology Sales & Svc

Job Description

JOB INFORMATION

Job Code	EF15
Job Description Title	Mgr, Technology Sales & Svc
Pay Grade	SL08
Range Minimum	$48,360
33rd %	$58,040
Range Midpoint	$62,870
67th %	$67,710
Range Maximum	$77,380
Exemption Status	Exempt
Approved Date:	7/28/2021 11:07:34 AM
Legacy Date Last Edited	9/10/2018

JOB FAMILY AND FUNCTION

Job Family:	Sales
Job Function:	Bookstore

JOB SUMMARY

Under minimum supervision, the Manager, Technology Sales & Service position manages the operations of technology sales and service to build business and provide excellent customer service.

RESPONSIBILITIES

- Manages the sales, marketing and promotion of technology products, which includes the direct sales and customer interaction with students and parents, providing sales and product support for faculty and staff, developing marketing campaigns and sales promotion, and executing strategic marketing plans.
- Develops and maintains strategic product and vendor relations which includes pricing and product negotiations with vendors, providing analyses of sales trends, performing product research and competitive analyses, as well as forecasting repair services requirements.
- Helps manage and develop new business opportunities, which includes analyzing repair services and establishing pricing, providing input and feedback related to strategic store initiatives, analyzing and conducting feasibility studies of new repair service streams, and providing outreach to faculty and staff to discuss available technologies to uncover areas where greater efficiencies and productivity can be gained leading to academic success.
- Ensures training and employee development, which includes coaching student employees to develop selling skills to properly discover customer needs and provides the best solution to ensure academic success, ensures every interaction is conducted with the best interest of the customer in mind providing the best possible value to ensure academic success, conducting sales clinics and product education, scheduling staff to ensure customers are served while being a good steward of University resources with payroll, conducting employee reviews, maintaining employee satisfaction to minimize turnover, and recruiting and hiring the best staff.
- Manages budgeting and sales forecasting, as well as order processing and review for the department; prepares annual sales, cost of good, and labor budget forecast for the technology department, determines product assortment, determines staffing requirements and performs continuous analysis of product mix and inventory levels to maximize profitability and inventory turnover. Receives inventory shipments and processes inventory receipts for payment ensuring accuracy and efficiency.

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 supervise employees but supervision is not the main focus of the job.

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	
Some college; vocational or Associate's Degree	in business management, communications, marketing or related field.	and	5 years of	retail experience in a specialty retail store, 3 of which must include experience in store management or leadership and/or merchandise buyer	And
Bachelor's Degree	in a business-related field, programming, or information technology may be substituted for one year of retail experience.	and		Must have a proven track record of exemplary customer service.	

MINIMUM KNOWLEDGE, SKILLS, & ABILITIES

Must know retail buying and 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.	And

MINIMUM LICENSES & CERTIFICATIONS

Licenses/Certifications	Licenses/Certification Details	Time Frame	Required/ Desired	
	Apple certified sales training must be completed during the first two weeks of employment.	Upon Hire	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					
Climbing			X			
Stooping/ Kneeling/ Crouching			X			

PHYSICAL DEMANDS

Physical Demand	Never	Rarely	Occasionally	Frequently	Constantly	Weight
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.