
Auburn University Job Description

Job Title: **Mgr, Technology Sales & Svc**

Job Family: No Family

Job Code: **EF15**

Grade SL08 \$45,000 - \$72,000

FLSA status: Exempt

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.

Essential Functions

1. 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.
2. 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.
3. 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.
4. 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.
5. 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.

Supervisory Responsibility

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

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 | Degree in business management, communications, marketing or related field. |
| Experience (yrs.) | 5 | Must have 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. Must have a proven track record of exemplary customer service. A Bachelor's degree in a business-related field, programming, or information technology may be substituted for one year of 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 buying and 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

Apple certified sales training must be completed during the first two weeks of employment.

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, sitting, reaching, talking, hearing, handling objects with hands, and lifting up to 25 pounds.

Job occasionally requires 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: 9/10/2018
