

JOB FAMILY CONCEPT

This family consists of five levels of retail work. Levels are distinguished based on the complexity of the work, level of supervision received, and the degree of autonomy. This job family provides merchandising, shipping, receiving and inventory support in a retail operation. This job family is distinguished from other Campus Services job families by the primary responsibility for supporting retail operations and activities. It is distinguished from Administrative job families by the primary responsibility of not performing administrative tasks. Many positions in campus services families support a recharge, auxiliary or business function, which may require the unit to generate revenue to cover their expenses. Positions typically perform one or more of the following functions in support of a program or department.

- Retail and merchandising operations
- Merchandise shipping and receiving
- Inventory control

TYPICAL FUNCTIONS

The typical functions listed are typical examples of work performed by positions in this job classification. Not all functions assigned to every position are included, nor is it expected that all positions will be x Followup with deliveries of merchandise

- Maintain communication with customers and follow-up with concerns
- Interpret, apply and explain applicable laws/regulations
- Provide expertise and guidance to customers on merchandise
- Receive, and verify contents of packages with corresponding purchase order requisitions
- Unload, unpack, stock and move supplies and inventory
- Return overstock or defective shipments
- Complete inventory of merchandise
- Maintain shipping, receiving and inventory records
- Reconcile payment and purchase information
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CAMPUS SERVICES - RETAIL

Job Classification

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- Solicit merchandise orders, quotations and pricing information from vendors for the purpose of obtaining cost effective services and products
- Determine most cost-efficient method of delivery
- Initiate returns and generate charge-backs
- Maintain/manage database for point of sale/inventory control system
- Organize and set-up merchandise displays and promotional materials
- Select type and quantity of merchandise
- Recommend pricing, promotions and mark-downs
- Handle cash and perform retail transactions
- Operate cash registers, pricing equipment, computers and office equipment
- Provide price trend and product information
- Review and verify large or unusual orders
- Control all activities related to procurement and distribution of equipment or supplies
- Make forecasts of required inventory
- Analyze trends of department including sales and gross margin
- Provide necessary controls to ensure proper standards are met
- Monitor quality and efficiency of operations
- Monitor department budgets, expenses and revenues
- Analyze, control and maintain inventory and adjustments to vendors
- Develop merchandising and marketing plan
- Coordinate department marketing plan including advertising, sales, promotions and special events
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Level 1

Grade 74

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compliance with policy, regulations and licensing agreements. Ensure inventory levels are maintained at the proper level. Manage inventory and ordering on point-of-sale/inventory control system. Create reports and recommend new programs and policies. Supervise** staff. This level is distinguished from lower levels by responsibility for managing a department and ability to recommend new programs.

Knowledge, Skills, and Abilities

Same as level 3, plus: Intermediate knowledge of point-of sale/inventory control systems. Knowledge and ability to negotiate basic contracts. Intermediate knowledge of marketing/retail/industry best practices and trends. In depth budget and fiscal skills. Strong analytical, fiscal and negotiation skills. Ability to supervise** and set priorities for staff. Ability to coordinate events. Ability to perform well under pressure. Ability to create reports for management using data gathered from various sources.

Education and Experience

Associate's degree in Business Administration or related field and three years progressively responsible retail/cash handling/merchandising/inventory experience, or an equivalent combination of training and experience. Additional certification may be required.

Level 5

PCLS: 04725

Grade 79

Exempt

Descriptors

Work is performed under administrative supervision. Responsible for managing a department including multiple functional areas that are large in complexity* AND scope*. Typically a second-line supervisor** that directs lower-level supervisors. Responsible for overall administration including the acquisition, receipt, storage, issue and delivery of requested products/services. Implement new programs and policies. Set direction and assist in strategic planning of department with executive management. Establish annual revenue and expense budgets. This level is distinguished from lower levels by its significant latitude to manage the department, authority to implement new programs and advanced fiscal responsibility.

Knowledge, Skills, and Abilities

Same as level 4, plus: Advanced knowledge of inventory control systems. Advanced knowledge of marketing/retail/industry best practices and trends. Advanced budget, fiscal and business skills. Expert negotiation skills. Ability to implement long-range plans.

Education and Experience

Bachelor's degree in Business Administration or related field and five years progressively responsible retail/merchandising/inventory experience, or an equivalent

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- * **Complexity:** Refers to the higher level interpretation of and diversity of rules and regulations (e.g. Federal and State Statutes and laws, University policies and regulations, copyright and shipping regulations, contracts and agreements). Complexity also refers to the variety of goods/services that are maintained as well as the diversity of departments that are managed. Complex positions typically work with external constituencies, multiple departments, faculty and campuses. Complexity increases as the application, interpretation, and frequency of working with these rules, regulations, entities and departments increases.
- * **Scope:** Refers to the impact that a functional area/department/unit has on the university or those it impacts, the size of the organization, or contacts/stakeholders that the department may have. Scope may be limited to the authority in procuring items by dollar value or volume. Scope also refers to the impact of recommendations or decisions a position has on policies and programs. Positions with high scope may impact the MAU and contacts within the external community.
- ** **Lead:** Provide day-to-day guidance, training and direction for staff in addition to other duties. Regularly assign and review work. Fluent in assigned area of responsibility.
- ** **Supervise:** Hire, train, evaluate performance, and initiate corrective action.
- *** Exemption status determined on a case-by-case basis. Essential functions of each job will be reviewed and evaluated in accordance with Fair Labor Standards Act regulations.

[July 2009 revisions included formatting document for consistency, and adding alternate PCLS information.]