

DRAFT – May 4, 2018

RETAIL JOB FAMILY – RETAIL MANAGEMENT

JOB FAMILY CONCEPT: The Retail Job Family is responsible for supporting, coordinating, supervising, managing, or directing specialty retail activities related to the sale of goods and services designed to support the academic mission of the university community. Retail roles serve to provide convenience products, services, resources and materials to foster academic success, team pride, or entertainment.

RETAIL MANAGEMENT

The Retail Management role provides leadership, direction, training, and management for financial activities, resources, staff and operations of a Retail unit. This role provides expertise for strategic and long-range planning.

The **Retail Management** role is distinguished from the **Retail Specialist** role in that it provides strategic expertise and guidance for, and manages, multiple functional areas

RETAIL MANAGEMENT 1

Typical Functions

- Manages the day to day operations, financial functions, and personnel of a unit
- Supervises and sets direction for personnel within unit
- Resolves issues escalated by other staff and students
- Implements strategic plans and coordinates activities of unit to make sure goals are successfully met
- Contributes to the development of goals and plans for unit with management
- Makes recommendations for operational activities and improvements
- Collaborates with campus community

Complexity and Decision Making Authority

Relies on experience and judgement to plan and accomplish goals. Decisions are largely guided by policies, procedures and standards.

Knowledge, Skills, and Abilities

Advanced knowledge of retail management. Knowledge of basic contract law. Knowledge of university policies and practices. Computer skills. Negotiation skills. Ability to communicate effectively both verbally and in writing with diverse audiences. Ability to prepare and analyze information and make effective recommendations. Ability to utilize point-of-sale system.

Education/Experience

Bachelor's degree in relevant field and three to five years relevant experience, or an equivalent combination of education, training, and experience. Supervisory experience.

RETAIL MANAGEMENT 2

Typical Functions

- Manages the day-to-day operations, budget, and personnel of multiple units
- Implements strategic plans and coordinates activities of unit to make sure goals are successfully met
- Acts in absence of director
- Participates in the development of long-range and strategic plans
- Assists to set the budget for area of control

DRAFT – May 4, 2018

- Serves as a liaison between department and university administration
- Implements store decisions

Complexity and Decision Making Authority

Relies on extensive experience and judgment to plan and accomplish goals. Independent discretion is used in determining when to escalate issues or concerns.

Knowledge, Skills, and Abilities

Expert level knowledge of retail management for multiple locations or functional areas. Knowledge of management concepts, principles and practices. Knowledge of university policies and practices. Computer skills. Negotiation skills. Ability to communicate effectively both verbally and in writing with diverse audiences. Ability to prepare and analyze complex reports. Ability to utilize point-of-sale and inventory management system.

Education/Experience

Bachelor's degree in relevant field and five to seven years relevant progressive experience, or an equivalent combination of education, training, and experience. Supervisory experience.

RETAIL MANAGEMENT 3

Typical Functions

- Manages the day-to-day operations, assets, budget, and personnel of a large, complex department with multiple functional areas
- Directs activities of unit and functional areas to ensure goals are met and progress is made toward strategic initiatives
- Develops, implements, and measures progress of long-range and strategic plans
- Evaluates recommendations made by management and staff and implements changes to services offered
- Modifies the strategic direction and organizational structure of the unit based on goals and technological changes
- Collaborates with campus partners
- Prepares complex reports
- Serves in leadership roles on committees to represent the department or university
- Develops internal policies and procedures

Complexity and Decision Making Authority

Decisions have far-reaching and possibly division wide impact. Acts with substantial discretion. Develops innovative solutions for difficult, complex and systematic problems that may have precedent setting implications for the institution.

Knowledge, Skills, and Abilities

Demonstrated knowledge of the college store industry. Demonstrated knowledge in managing large volume apparel. Knowledge of management concepts, principles and practices. Knowledge of university policies and practices. Computer skills. Negotiation skills. Ability to communicate effectively both verbally and in writing with diverse internal and external audiences. Ability to prepare and analyze complex reports. Ability to manage and utilize point-of-sale and inventory management system.

DRAFT – May 4, 2018

Education/Experience

Bachelor's degree in relevant field and five to seven years relevant senior level management experience, or an equivalent combination of education, training, and experience. Supervisory experience. Applicable certification preferred.