

## DRAFT – June 14, 2018

### RETAIL JOB FAMILY – RETAIL ASSOCIATE

**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 ASSOCIATE**

The Retail Associate performs front-line customer service in a retail setting. This role performs entry level functions involving the sale of goods and services. Customer service ranges from general customer assistance to using detail product knowledge and merchandising displays to assisting customers with purchases. Performs routine cashiering duties.

The **Retail Associate** role is distinguished from the **Retail Specialist** role in that it is typically a first point of contact for store operations and provides routine retail support. Retail Specialists perform more specialized functions requiring job specific experience.

#### **RETAIL ASSOCIATE 1**

##### Typical Functions

- Operates cash registers to receive payments in the form of credit/debit card, check or cash.
- Arranges displays, and conducts physical inventories of the stock room and sales area.
- Stocking – replenishes stock, organizes and folds clothing.
- Assists with setting up routine display
- Assist with inventory
- Answers customer inquiries in person, phone, and electronically
- Fulfills order requests
- Prevents inventory shrinkage by identifying and reporting suspicious activity.

##### Complexity and Decision Making Authority

Works under direct supervision and tasks are specific with clearly stated instructions. Refers non-routine questions and problems to higher levels of authority.

##### Knowledge, Skills, and Abilities

Basic customer service, mathematical and cash handling skills. Ability to operate a point-of-sale system. Ability to communicate effectively and follow directions.

##### Education/Experience

High school graduation or equivalent.

#### **RETAIL ASSOCIATE 2**

##### Typical Functions

- In addition to the work of level 1, responsible for opening/closing point-of-sale systems.
- Counts and reconciles tills and daily sales.
- Processes special orders and interface with buyers on special requests.
- May perform overrides including voids, and resolve escalated customer service issues.

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- May serve as person-in-charge or provide work direction to students or other Associates.

Complexity and Decision Making Authority

Works under general supervision. Has authority to grant exceptions to procedures within defined limits.

Knowledge, Skills, and Abilities

Basic customer service, mathematical and cash handling skills. Ability to operate a point-of-sale system. Ability to communicate effectively and follow directions. Ability count cash and balance sales/receipts. Ability supervise and provide work direction. Must be able to use tact and diplomacy skills in dealing with customer issues.

Education/Experience

High school graduation or equivalent. Experience in a customer service setting.