



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 assigned every typical function.

- Provide high-level customer service and resolve customer complaints
- Respond to orders, complaints, inquires and requests for information
- Assist customers with special orders and selection of materials
- Follow-up with vendors on problems and delivery 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
- Monitor and maintain inventory records system to ensure a varied and adequate supply is available
- Evaluate the need to purchase products and perform competitive pricing to determine the most cost-effective vendor to purchase each product
- Prepare purchase requisitions and purchase orders
- Initiate, enter process, submit and prioritize orders



- 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
- Develop, prepare and maintain records and reports
- Develop, recommend and implement changes in operations regarding new program activities, price structure, department policy, etc.
- Formulate pricing policy
- Oversee handling and balancing of cash sales and maintains expense and income records
- Determine equipment maintenance and replacement needs
- Research and respond to inquires
- Schedule and train employees
- Supervise staff

LEVELS AND COMPETENCIES

The primary distinction between levels is reflected in the Level Descriptors. As levels increase, the scope, complexity, and degree of independence increase. Higher levels may perform duties of lower levels. Education and experience are stated at the minimum threshold for the level. Additional education or experience may be desirable for some positions. Not all functions assigned to every level are included, nor is it expected that all positions will be performing every function.



Level 1

PCLS: 04721

Grade 74

Non-Exempt

Descriptors

Work is performed under direct supervision. Perform routine retail and merchandising support including cashiering, inventory, stocking and handling. Provide customer service and assist customers in availability, locating, selecting, and purchasing merchandise and/or services. Receive and receipt different forms of payments including cash and non-cash transactions. Assist in preparing displays, shelving merchandise and conducting inventory. Receive, inspect, verify, record, unload and stock newly acquired inventory. Process, prepare, pack and ship lost/returned/damaged merchandise. Examine purchasing/shipping documents and maintain appropriate records. Maintain general order and cleanliness of area. This level is distinguished from higher levels by the immediate availability and closeness of supervision, routine and repetitive nature of tasks, and specific, clearly stated directions.

Knowledge, Skills, and Abilities

Knowledge of shipping/receiving and packaging protocols. Working knowledge of cashiering procedures and techniques. Basic mathematical, cash handling and reconciliation skills. Customer service skills. Ability to stock merchandise. Ability to operate cashier machines and computer equipment. Ability to count cash and balance drawer. Ability to communicate effectively. Ability to follow directions given by supervisors or co-workers.

Education and Experience

High School graduation and six months retail/cash handling/merchandising/inventory experience, or an equivalent combination of training and experience. Additional certification may be required.

Level 2

PCLS: 04722

Grade 75

Non-Exempt

Descriptors

Work is performed under general supervision. Assist in making routine purchases of items that are moderate in scope*. Survey vendors for price availability and delivery. Initiate purchasing requisitions and solicit quotations for non-standard items and recommend orders. Recommend new products/services, promotions and merchandise displays. Review and maintain inventory levels. Maintain merchandising and purchasing information on point-of-sale/inventory control system. Coordinate with vendors to ensure accurate and expedient shipments. Secure, prepare and ship merchandise. Prepare daily deposit. Lead** student or temporary employees. Positions in this level are distinguished from level one by the performance of a variety of moderately complex* tasks, greater independence, and the requirement of maintaining records and documentation.

Knowledge, Skills, and Abilities

Same as level 1, plus: Intermediate knowledge of computer programs. Knowledge of applicable rules and regulations. Advanced cash handling skills. Research skills. Ability to operate inventory



control systems. Ability to multi-task and prioritize projects. Ability to establish and maintain files and recordkeeping systems. Ability to communicate effectively. Ability to lead** students or temporary employees.

Education and Experience

High School graduation and one year retail/cash handling/merchandising experience, or an equivalent combination of training and experience. Additional certification may be required.

Level 3

PCLS: 04723

*****Alternate PCLS: 09240**

Grade 77

Exempt

Descriptors

Work is performed under intermittent supervision. Select and procure a wide variety of merchandise and items that are large in scope*, volume, and dollar levels. May be responsible for supervising a functional area that is limited in complexity* AND scope*. Advise clients with purchasing needs and act as a specialized resource. Maintain receiving information on point-of-sale/inventory control system and coordinate sales. Review and approve purchases. Evaluate price, quality, appeal and shipping of items while ensuring saleability. Explore and recommend alternatives to reduce costs and improve delivery of stock. Conceptualize, develop and manage progressive marketing and promotion strategies for retail products/services. Create and develop and merchandise displays. Lead** staff. This level is distinguished from lower levels by the increased latitude in procuring items, acting as specialized resource, increased responsibility in utilizing judgment and leading** staff.

Knowledge, Skills, and Abilities

Same as level 2, plus: Advanced knowledge and ability to interpret applicable rules and regulations. Knowledge of point-of-sale/inventory control systems. Knowledge of marketing/retail/industry best practices and trends. Knowledge of advanced computer programs and operations. Fiscal skills. Strong research and networking skills. Ability to negotiate and use sound judgment. Ability to analyze situations and solve problems. Ability to lead** staff.

Education and Experience

College coursework and three years retail/cash handling/merchandising/inventory experience or an equivalent combination of training and experience. Additional certification may be required.

Level 4

PCLS: 04724

*****Alternate PCLS: 09250**

Grade 78

Exempt

Descriptors

Work is performed under administrative supervision. Responsible for managing a functional area that is moderate in complexity* AND scope*. Negotiate with vendors. Resolve problems with vendors and departments. Provide day-to-day guidance, direction and training to staff. Ensure



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 combination of training and experience. Additional certification may be required.



- * **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.]