

## Job Description

(For Positions in CAW Local 555, Unit 1)

*Job descriptions do not include every duty that an individual in a position performs. They are intended to be representative and characteristic of the duties required and the level of work performed. Depending upon the size of the department or unit and its functional activities, incumbents who fall into this category may perform all of the duties listed below or, in the case of large departments or units, may be assigned to designated specialized functions.*

JD #:	<b>JD00388</b>	Pay Grade:	<b>6</b>
JD Title:	<b>Computer Consultant and Sales Associate</b>	JD FTE Hours:	<b>35</b>
Job Family:	<b>Retail</b>		

### General Description

Responsible for providing pre-sales guidance and post-sales support to the University community as it pertains to information technology and consumer electronics purchases. Perform a variety of retail tasks that support and contribute to the overall success and functionality of the department and its auxiliary locations.

### Representative Duties & Responsibilities

- Consult with customers regarding specialized computer requirements, computer services, and technical products.
- Determine vendor costs, apply appropriate mark-ups and enter all necessary data into inventory management system.
- Calculate and prepare quotes for customers.
- Communicate and adapt technical information in terms appropriate to a customer's level of understanding.
- Collaborate with buyers and managers and recommend new technology products, vendors, and business opportunities.
- Collaborate with colleagues, manufacturers, and vendors to custom design computer systems for sale within the store.
- Write email correspondence to clients in response to general inquiries, and to suppliers to determine product availability and cost.
- Provide sales related support for managers and buyers in sourcing retail products for sale in the computer store.
- Record details of computers submitted for repair and ensure they are stored in a secure area.
- Refer technical and service inquiries to on-site technician.
- Duplicate media for licensed software using the automated duplication system.
- Direct customers to various on campus resources for information technology support and troubleshooting.
- Understand technical specifications provided by the customer and prepare optimal product suggestions to meet or exceed customer requirements in relation to pricing, availability, delivery, and quality.
- Participate in vendor meetings to review new products and determine the implications of new products for standards and specifications related to the University computing environment.
- Compile technical data on vendor products and analyze the compatibility with the customer's technical requirements.
- Provide technical specifications and suggestions to the marketing coordinator for use in the development of advertising.
- Ensure the proper opening and closing of the store as per the established departmental policies and procedures.
- Use various resources including, but not limited to, websites and printed materials to remain current with existing and forthcoming products and industry trends.
- Understand the process flow of various systems utilized by the department in order to resolve issues and suggest process flow changes
- Greet and actively engage customers on the sales floor to determine needs, locate products, and make product suggestions.
- Monitor high theft areas of the store and remain aware of customers shopping in these areas.
- Enter special orders into the system, match goods, and contact customers when their orders have arrived.
- Follow-up with customers regarding hold items and web orders.
- Collect and package merchandise for web order fulfillment.
- Perform customer service tasks including, but not limited to, product returns, defective product exchanges, rain checks, book clubs, and buybacks.

## **Representative Duties & Responsibilities**

- Coordinate, prepare, and perform merchandise transfers between stores, ensuring merchandise is tracked accordingly.
- Update, maintain, and verify information in the inventory management system.
- Perform data entry tasks including, but not limited to, those in the mail order and online ordering systems.
- Perform inventory control duties including, but not limited to, securing merchandise, inspecting merchandise, verifying receiving logs, and referring issues to the appropriate buyer for resolution.
- Conduct literature, database, and web searches for book orders.
- Recommend new products to buyers to enhance product selection based on personal observations in other establishments and from industry related publications.
- Perform a variety of retail activities including, but not limited to, pricing and merchandising of products, creation of window displays, and effective use and storage of display fixtures.
- Shelf inventory, rotate stock, remove dated product, double check shelf-talkers, and perform regular sales floor maintenance including, but not limited to, dusting, organizing, filling from stock room, and informing buyers of low stock.
- Ensure the smooth and timely flow of merchandise from the receiving area to the sales floor and appropriate stock room.
- Ensure stock rooms are kept organized, clean, and accessible.
- Provide input into the development of departmental layouts and adhere to any developed plan-o-grams when organizing merchandise on the sales floor.
- Gather damaged, slow moving, and unsalable merchandise as specified from buyer's reports and text lists.
- Assist customers in the placement of orders for personalized product following established departmental procedures.
- Gather information pertaining to department and group orders and forward the information to the appropriate coordinator.
- Prepare return forms for books, magazines and newspapers.
- Attend and participate in various events on and off campus.
- Communicate customer feedback to buyers and the management team.
- Explain procedures and policies to customers.
- Prepare and follow-up on work orders as required.
- Prepare merchandise for inventory and perform inventory tasks as required.
- Assign work tasks to staff and ensure they are shown the proper methods and procedures.
- Demonstrate and communicate correct procedures and tasks to other staff.
- Create signage using provided templates for use on the sales floor.
- Complete various calculations pertaining to taxes, rebates, quotes, and discounts.
- Ensure the proper opening & Closing of the store on a rotational basis following established departmental policies and procedures.
- Remain current with frequent changes to information technology and systems information.
- Perform cashiering duties as assigned.

## **Supervision**

- Provide direction to others in how to carry out work tasks.
- Ensure adherence to quality standards and procedures for short-term staff and volunteers.

## **Qualifications**

- 2 year Community College diploma in Computer Systems Technology, or related field.
- Requires 2 years of relevant experience.

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## Effort

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### Physical Effort:

- A typical work day occasionally requires low physical effort for activities such as:
  - Intermittent periods of keyboarding when searching or entering data in the computer system.
- A typical work day consists of greater than 3.5 hours of moderate physical effort for activities such as:
  - Extended periods of standing while assisting customers on the sales floor, stocking shelves and setting up displays..
  - Moving awkward and moderately heavy objects including, but not limited to shelving units, computers, and peripherals.
- Elements of high physical effort are not a regular feature of this job.

### Mental Effort:

- A typical work day occasionally requires routine mental effort for activities such as:
  - Collecting routine information and inputting data into the inventory management system.
- A typical work day consists of greater than 3.5 hours of moderate mental effort for activities such as:
  - Participating in vendor meetings to review new products and determine the implications of new products for standards and specifications related to the University computing environment.
  - Calculating and preparing quotes for customers.
  - Greeting and actively engaging customers on the sales floor to determine their needs, locate products and make product suggestions.
  - Performing inventory control duties including, but not limited to securing merchandise, inspecting merchandise, verifying receiving logs, and referring issues to the appropriate buyer for resolution.
  - Conducting literature, database, and web searches for book orders.
- A typical work day consists of up to 2 hours of high mental effort for activities such as:
  - Compiling technical data on vendor products and analyzing compatibility with the customer's technical requirements.

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## Working Conditions

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### Physical Environment:

- Occasionally exposed to dust when handling boxes and books from storage.

### Psychological Environment:

- Occasionally required to interact with rude and upset customers.
- Frequently required to balance task completion with customer service duties.

### Health & Safety:

- Uses hydraulic machinery, wheeled carts, and freight elevators.
- Required to climb ladders to store and retrieve merchandise and equipment.
- Lifts heavy boxes of merchandise and equipment.
- Uses tools such as a box cutter to open shipments and break down boxes.

## Job Description Rating Sheet

(For Positions in CAW Local 555, Unit 1)

JD #:	<b>JD00388</b>	Pay Grade:	<b>6</b>
JD Title:	<b>Computer Consultant and Sales Associate</b>	Total Points:	<b>437</b>
Job Family:	<b>Retail</b>		

Factor	Subfactor	Level Rating	Points
<b>Skill</b>	1. Applied Reasoning and Analytical Skills	<b>3.5</b>	71
	2. Breadth of Knowledge	<b>2.0</b>	13
	3. Adaptation to Change/Updating of Learning	<b>2.5</b>	17
	4. Interpersonal Skill	<b>3.0</b>	39
	5. Education and Experience	<b>D2</b>	56
	6. Dexterity and Coordination	<b>2.0</b>	12
<b>Effort</b>	7. Physical Effort	<b>3.0</b>	18
	8. Mental Effort	<b>3.0</b>	55
<b>Responsibility</b>	9. Planning and Coordination	<b>2.0</b>	28
	10. Responsibility for Others	<b>2.0</b>	33
	11. Accountability for Decisions Actions Affecting People, Assets, and Information	<b>3.0</b>	66
<b>Working Conditions</b>	12. Physical Environment	<b>1.0</b>	3
	13. Psychological Environment	<b>2.0</b>	10
	14. Health and Safety	<b>2.0</b>	16