



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 #:	JD00391	Pay Grade:	4
JD Title:	Sales Associate	JD FTE Hours:	35
Job Family:	Retail		

General Description

Provide customer service and 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

- Understand the process flow of various systems utilized to answer customer inquiries in a timely and accurate fashion via email, by telephone and in person.
- 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.
- Respond to customer email inquiries using established reply templates and forms. Escalate more complex inquiries to the appropriate staff.
- 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.
- 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 products following established departmental procedures and utilizing standard forms and templates.
- Gather information pertaining to department and group orders and forward the information to the appropriate coordinator.
- Prepare return forms for books, magazines, and newspapers.

Representative Duties & Responsibilities

- 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.
- 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.
- Perform cashiering duties as assigned.

Supervision

- No formal supervision of other is required.
- Provide orientation and show procedures to others.

Qualifications

- 1 year Community College diploma in a relevant field of study.
- Requires 2 years of relevant experience.

Effort

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 during a regular shift while assisting customers on the sales floor, stocking shelves, and setting up displays.
 - Moving awkward and moderately heavy objects such as shelving units and boxes of merchandise.
- A typical work day occasionally requires high physical effort for activities such as:
 - Lifting boxes of books weighing up to 45 lbs.

Mental Effort:

- A typical work day consists of up to 2 hours of routine mental effort for activities such as:
 - Attending to routine requests for information from customers.
 - 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:
 - 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.
- Elements of high mental effort are not a regular feature of this job.

Working Conditions

Physical Environment:

- Occasionally exposed to dust when handling boxes and books from storage.
- Continuously required to wear protective safety boots for up to 3 months of the year when working in the auxillary bookstore.

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 #:	JD00391	Pay Grade:	4
JD Title:	Sales Associate	Total Points:	346
Job Family:	Retail		

Factor	Subfactor	Level Rating	Points
Skill	1. Applied Reasoning and Analytical Skills	3.0	60
	2. Breadth of Knowledge	1.0	5
	3. Adaptation to Change/Updating of Learning	1.5	8
	4. Interpersonal Skill	2.0	23
	5. Education and Experience	C2	48
	6. Dexterity and Coordination	2.0	12
Effort	7. Physical Effort	3.0	18
	8. Mental Effort	3.0	55
Responsibility	9. Planning and Coordination	2.0	28
	10. Responsibility for Others	1.0	10
	11. Accountability for Decisions Actions Affecting People, Assets, and Information	2.0	39
Working Conditions	12. Physical Environment	2.5	14
	13. Psychological Environment	2.0	10
	14. Health and Safety	2.0	16