



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 #:	JD00564	Pay Grade:	7
JD Title:	Merchandise Buyer and Computer Sales Consultant	JD FTE Hours:	35
Job Family:	Retail		

General Description

Responsible for coordinating the purchasing cycle of merchandise goods for resale in a University store environment. Provides expertise and a thorough knowledge of all products within the specified retail, digital, and online spaces and how best to display that merchandise to optimize sales. Negotiates best prices with vendors and calculates and sets retail prices to ensure margin and budget targets are achieved. Provides pre-sales guidance and post-sales support to the University community as it pertains to information technology and consumer electronics purchases. Performs 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

- Collaborate with other buyers and staff to ensure goods are ordered in a timely fashion and that all necessary policies and procedures are followed.
- Conduct analysis of sell-through, margins, in stock position, and inventory turnover of general merchandise.
- Determine the quality and quantity of products purchased.
- Initiate and approve general merchandise purchase orders in accordance with department and University purchasing policies.
- Obtain necessary purchase order approvals when purchase authorization limit has been exceeded.
- Ensure timely delivery, accurate pricing information, and maintenance of data information associated with the products being purchased and resold.
- Negotiate price, terms, and delivery with vendors.
- Coordinate and oversee the selection of merchandise including vendor and product selection.
- Coordinate the return of merchandise to vendors for overstock, damaged and defective merchandise.
- Coordinate all price changes on purchased products.
- Coordinate the flow of merchandise distributions and transfers between stores.
- Coordinate on-site and off-site displays and sales events.
- Ensure that all data, files, purchase orders, invoices, and supporting documentation are current, accurate and understandable for use by other staff to aid in the process of receiving, invoicing, and merchandising.
- Write a variety of documents including, but not limited to, correspondence, procedure documents, and training manuals.
- Assist in creating business plans for the department by providing input into forecasting sales and budgets, write-offs, and discounts.
- Collaborate with colleagues to create promotional material.
- Enter data into the inventory management system for internal use and for the online sale of merchandise.
- Work with colleagues to realize available marketing funds and rebates available from suppliers.
- Determine the life-cycle of products and coordinate markdown schedules accordingly.
- Oversee inventory control by analyzing inventory trends, and by reviewing receiving logs, outstanding purchase orders, and sales histories.
- Review and drive returns cycle where applicable.
- Monitor the receiving, transferring, and in stock position of all general merchandise products throughout the sales cycle.
- Participate in the day-to-day maintenance of the sales floor ensuring accurate shelf-talkers and signage, and

Representative Duties & Responsibilities

- completing regular inspections of inventory.
- Design and implement sales floor layouts of purchased merchandise for all locations where merchandise is displayed.
- Assign work tasks to staff and ensure they are shown the proper methods and procedures for displaying merchandise.
- Ensure that all general merchandise credits and adjustments are calculated by the accounts department.
- Organize overstock merchandise products in designated areas within the store, stockroom, and warehouse as required.
- Attend trade shows and industry events as required.
- Run system reports and conduct manual inventory counts of merchandise ensuring the physical inventory matches the reports.
- Remain current with new product lines and make purchases that satisfy the changing market, while maintaining return on investment by continually exploring new and emerging product offerings.
- 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 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 inquires 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.
- 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.
- 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 merchandise 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.

Representative Duties & Responsibilities

- 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.
- Gather information pertaining to department and group orders and forward the information to the appropriate coordinator.
- Prepare return forms for merchandise, 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.
- 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 and 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.

Qualifications

- 2 year Community College diploma in Computer Systems Technology, or related field..
- Requires 3 years of relevant experience.

Effort

Physical Effort:

- A typical work day consists of greater than 3.5 hours of low physical effort for activities such as:
 - Intermittent periods of keyboarding when creating purchase orders and general documentation.
- A typical work day consists of up to 3.5 hours of moderate physical effort for activities such as:
 - Moving and carrying moderately heavy products such as boxes of merchandise.
 - Standing for extended periods while stocking shelves and displaying merchandise.
- A typical work day occasionally requires high physical effort for activities such as:
 - Moving awkward shelving display units and heavy boxes within the sales floor area and between sales floor and storage area.

Mental Effort:

- A typical work day occasionally requires routine mental effort for activities such as:
 - Collecting and processing routine information such as entering inventory into the system, running reports, and creating correspondence and other documentation.
- A typical work day consists of up to 3.5 hours of moderate mental effort for activities such as:
 - Negotiating price, terms, and delivery with vendors.
 - Initiating and approving general merchandise purchase orders in accordance with department and University purchasing policies.
 - Coordinating the return of merchandise to vendors for overstock, damaged and defective merchandise.
 - 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 merchandise orders.
- Elements of high mental effort are not a regular feature of this job.

Working Conditions

Physical Environment:

- Occasionally required to wear safety boots when unloading inventory.

Psychological Environment:

- Occasionally required to deal with verbal abuse and rudeness from customers.
- Frequently required to work on the sales floor with interruptions from customers while handling paperwork and moving inventory.

Health & Safety:

- Uses a ladder to access inventory.
- Moving awkward shelving displays and heavy boxes of merchandise.

Job Description Rating Sheet

(For Positions in CAW Local 555, Unit 1)

JD #:	JD00564	Pay Grade:	7
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Job Family:	Retail		

Factor	Subfactor	Level Rating	Points
Skill	1. Applied Reasoning and Analytical Skills	4.0	83
	2. Breadth of Knowledge	2.0	13
	3. Adaptation to Change/Updating of Learning	2.5	17
	4. Interpersonal Skill	3.5	46
	5. Education and Experience	D3	60
	6. Dexterity and Coordination	2.0	12
Effort	7. Physical Effort	2.0	11
	8. Mental Effort	3.0	55
Responsibility	9. Planning and Coordination	3.0	46
	10. Responsibility for Others	2.0	33
	11. Accountability for Decisions Actions Affecting People, Assets, and Information	4.0	93
Working Conditions	12. Physical Environment	1.0	3
	13. Psychological Environment	2.0	10
	14. Health and Safety	2.0	16