Retail Associate

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**Job Family**

**Auxiliaries**: Provides services to the University that support the daily activities of students, faculty, and staff. Coordinates services that support daily activities and special events on the University campus such as providing food services, printing services, logistics, and air operations for University leaders and visitors. Generates revenue to support the operations of the University through high-quality, customer-focused services.

**Sub Family**

**Retail**: Oversees retail operations at campus stores such as the bookstore, food venues, interior services, and tech store. Procures inventory and maintains inventory records. Distributes equipment, materials, and supplies. Promotes store through a variety of marketing strategies.

**Job Responsibilities**

- Conducts daily sales transactions through operating a cash register or cash processing terminal; writes and fills customer orders according to specific written and oral requests.
- Assists customers (e.g., locates merchandise, checks prices, and responds to questions).
- Stocks bins and arranges merchandise on shelves; restocks counter supplies.
- Prepares routine sales reports, counts sales slips and money in drawer, and balances daily receipts.
- Assists with the maintenance of a manual or computerized perpetual inventory control system.
- Performs manual labor (e.g., unloads trucks, general cleaning).
- May assist in the transport of monies or serve as courier.
- Performs clerical functions (e.g., compiles information, writes memos and correspondence).
- May train and direct student or employees in sales procedures; may participate in training new employees.

**Role**

- Works under limited supervision in performing job responsibilities.
- Applies technical or process knowledge; requires capacity to understand specific needs or requirements to apply skills/knowledge.
- May supervise or oversee the work of student employees.
Impact and Complexity

- Performs job responsibilities working within guidelines or traditional practice. May organize, set priorities, schedule, and review work of student workers or volunteers.
- Exercises judgment in prioritizing, planning, and organizing own work within time, process, and results requirements; has some flexibility to modify workflow based on need and circumstances.
- Decisions made address non-routine questions and situations, often requiring investigation and/or research of precedents. Demonstrates ability to triage conflicting priorities and handle sensitive situations with tact and diplomacy.

Requirements

Knowledge of standard retail procedures and practices, basic mathematics/bookeeping, and computer software typically obtained by a high school degree or GED or equivalent and a minimum of 2 years related experience. An equivalent combination of education, training, and experience is acceptable. Specific knowledge, certifications, and licensure will apply at the position level.

This job specification describes the general nature and level of work being performed by people assigned to this classification. Employees may perform some or all of these duties. Examples listed do not preclude the performance of other duties similar in nature or in level of complexity.