

RETAIL SALES ASSOCIATE SERIES

Code No.	Class Title	Occ. Area	Work Area	Prob. Period	Last Action	Effective Date
	Retail Associate	<u>04</u>		6 mo.	New	00/00/00
	Retail Supervisor	<u>04</u>		6 mo.	New	00/00/00
	Retail Assistant Manager	<u>03</u>		6 mo.	New	00/00/00
	Retail Manager	<u>03</u>		12 mo.	New	00/00/00

Promotional Line: ~~??373~~ 376

Series Narrative

Employees in this series typically assist customers with merchandise selection, returns, and exchanges; interact with customers to resolve problems or complaints and maintain customer satisfaction; operate cash registers, collect payment, and issue receipts; and assure merchandise is stocked, available, organized, and correctly priced.

DESCRIPTIONS OF LEVELS OF WORK

Level I: Retail Associate+ (**Bookstore Clerk I and II, Cash Register Operator, Food Service Cashier**)

General Exam Components: Change Making, Math, Proofreading/Comparison, Filing

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Under direct supervision, a Retail Associate I typically:

1. sells merchandise to customers;
2. stocks retail area as needed; maintains neatness of retail area
3. makes up kits for special courses, packages special orders or other marked materials;
4. assists in taking inventory, reports items for reorder;
5. receives and unpacks shipments of merchandise and supplies;
6. checks purchase orders against vendors' invoices for material received;
7. posts prices on merchandise;
8. operates a cash register in retail area such as a food sales, bookstore, or other customer sales operation; totals purchases of customers on cash register, collects money from customers and makes change, accepts electronic payment for items, provides appropriate receipts;

9. checks cash on hand notifies supervisor of shortage or overage of starting cash count; notifies supervisor when insufficient change is present;
10. ~~total purchases of each customer on cash register, and~~ provides other customer service as required;
11. counts out receipts at end of working day, including over-charge slips for initial balance; prepares initial balance prior to turning receipts over to supervisor;
12. verifies reserve and change funds and obtains change, wraps coin and currency;
13. performs other related duties as assigned.

Level II: Retail Supervisor (Bookstore Department Supervisor, Cash Register Supervisor)

General Exam Components: [General Knowledge, Change Making, Math, Proofreading/Comparison, Filing](#)

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A Retail Supervisor typically:

1. establishes operational procedures involved in receiving, unpacking, checking, pricing, and selling of merchandise;
2. is responsible for the receipt and control of inventory;
3. controls customer accounts, such as used book purchases, and refunds;
4. prepares correspondence as necessary;
5. draws starting cash balance for self or other staff in the work unit; makes periodic checks during the work day to determine if sufficient change is available at each register; verifies over charges or erroneous ring-ups;
6. collects day's receipts from operators at the end of the their work day; verifies unit's cash balance against total receipts; deposits cash in accordance with unit regulations;
7. performs duties listed in lower level of this classification series;
8. performs other duties as assigned.

Level III: Retail Assistant Manager (Assistant Bookstore Manager)

General Exam Components: [Supervisory](#)

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A Retail Assistant Manager typically:

1. assists management staff in the general operations;

2. is directly responsible for areas assigned and operations delegated by the manager, i.e., inventory, etc.

2-3. aAssists in interviewing, hiring, and evaluating performance of departmental personnel;

3-4. supervises sales, student and clerical staff, sets schedules;

5. is responsible for the purchase and sale of merchandise and food, including new and used books, supplies, and equipment;

4-6. aAssists in budget preparation of designated departments;

5-7. performs duties listed in lower level of this classification series;

6-8. performs other duties as assigned.

Level IV: Retail Manager (Bookstore Manager)

General Exam Components: Credentials Assessment only

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A Retail Associate IV typically:

1. employs and supervises lower level staff sales staff, students and clerical staff;
2. develops and responds to correspondence and drafts policies for retail sections of assigned area;
3. is responsible for the receipt and transfer of cash receipts to the proper office;
4. directs advertising;
5. interviews and selects staff and student salespersons;
6. prices merchandise;
7. supervises inventories;
8. aAssists in daily reading of registers, opening and closing procedures;
- ~~7.~~
- ~~8.~~ ~~performs other related duties as assigned;~~
9. perform duties listed in lower level of this classification series;
10. performs other duties as assigned.

MINIMUM ACCEPTABLE QUALIFICATIONS:

Level I: Retail Associate †**??4080**

CREDENTIALS TO BE VERIFIED

1. High School Diploma or equivalent.

KNOWLEDGE, SKILLS, AND ABILITIES (KSAS)

1. Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
2. Mathematics — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.
3. English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
4. Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
5. Service Orientation — Actively looking for ways to help people.
6. Speaking — Talking to others to convey information effectively.
7. Mathematics — Using mathematics to solve problems.
8. Social Perceptiveness — Being aware of others' reactions and understanding why they react as they do.
9. Oral Expression — The ability to communicate information and ideas in speaking so others will understand.
10. Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.
11. Near Vision — The ability to see details at close range (within a few feet of the observer).
12. Speech Recognition — The ability to identify and understand the speech of another person.
13. Speech Clarity — The ability to speak clearly so others can understand you.
14. Information Ordering — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).

15. **Problem Sensitivity** — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.
16. **Written Comprehension** — The ability to read and understand information and ideas presented in writing.
17. **Mathematical Reasoning** — The ability to choose the right mathematical methods or formulas to solve a problem.
18. **Selective Attention** — The ability to concentrate on a task over a period of time without being distracted.
19. **Performing for or Working Directly with the Public** — Performing for people or dealing directly with the public. This includes serving customers in restaurants and stores, and receiving clients or guests.
20. **Communicating with Supervisors, Peers, or Subordinates** — Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
21. **Getting Information** — Observing, receiving, and otherwise obtaining information from all relevant sources.

Level II: Retail Supervisor**??4847****CREDENTIALS TO BE VERIFIED**

1. High School Diploma or equivalent.
2. Six (6) months of experience in a retail environment.

KNOWLEDGE, SKILLS, AND ABILITIES (KSAS)

1. **Customer and Personal Service** — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
2. **Mathematics** — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.
3. **English Language** — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
4. **Active Listening** — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
5. **Service Orientation** — Actively looking for ways to help people.
6. **Speaking** — Talking to others to convey information effectively.

7. Mathematics — Using mathematics to solve problems.
8. Social Perceptiveness — Being aware of others' reactions and understanding why they react as they do.
9. Oral Expression — The ability to communicate information and ideas in speaking so others will understand.
10. Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.
11. Near Vision — The ability to see details at close range (within a few feet of the observer).
12. Speech Recognition — The ability to identify and understand the speech of another person.
13. Speech Clarity — The ability to speak clearly so others can understand you.
14. Information Ordering — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).
15. Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.
16. Written Comprehension — The ability to read and understand information and ideas presented in writing.
17. Mathematical Reasoning — The ability to choose the right mathematical methods or formulas to solve a problem.
18. Selective Attention — The ability to concentrate on a task over a period of time without being distracted.
19. Performing for or Working Directly with the Public — Performing for people or dealing directly with the public. This includes serving customers in restaurants and stores, and receiving clients or guests.
20. Communicating with Supervisors, Peers, or Subordinates — Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
21. Getting Information — Observing, receiving, and otherwise obtaining information from all relevant sources.

Level III: Retail Assistant Manager**??4848****CREDENTIALS TO BE VERIFIED**

1. High School Diploma or equivalent.

2. One (1) year of experience in a retail environment.

KNOWLEDGE, SKILLS, AND ABILITIES (KSAS)

1. Management of Personnel Resources — Motivating, developing, and directing people as they work, identifying the best people for the job.
2. Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
3. Mathematics — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.
4. English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
5. Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
6. Service Orientation — Actively looking for ways to help people.
7. Speaking — Talking to others to convey information effectively.
8. Mathematics — Using mathematics to solve problems.
9. Social Perceptiveness — Being aware of others' reactions and understanding why they react as they do.
10. Oral Expression — The ability to communicate information and ideas in speaking so others will understand.
11. Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.
12. Near Vision — The ability to see details at close range (within a few feet of the observer).
13. Speech Recognition — The ability to identify and understand the speech of another person.
14. Speech Clarity — The ability to speak clearly so others can understand you.
15. Information Ordering — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).
16. Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

17. **Written Comprehension** — The ability to read and understand information and ideas presented in writing.
18. **Mathematical Reasoning** — The ability to choose the right mathematical methods or formulas to solve a problem.
19. **Selective Attention** — The ability to concentrate on a task over a period of time without being distracted.
20. **Performing for or Working Directly with the Public** — Performing for people or dealing directly with the public. This includes serving customers in restaurants and stores, and receiving clients or guests.
21. **Communicating with Supervisors, Peers, or Subordinates** — Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
22. **Getting Information** — Observing, receiving, and otherwise obtaining information from all relevant sources.

Level IV: Retail Manager**??4849****CREDENTIALS TO BE VERIFIED:**

1. Associate degree in business, marketing, finance or closely related degree.
2. One (1) year of experience in a retail environment.

KNOWLEDGE, SKILLS, AND ABILITIES (KSAs)

1. Ability to effectively handle difficult and/or angry people.
2. **Administration and Management** — Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.
3. **Management of Personnel Resources** — Motivating, developing, and directing people as they work, identifying the best people for the job.
4. **Monitoring** — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.
5. **Management of Personnel Resources** — Motivating, developing, and directing people as they work, identifying the best people for the job.
6. **Customer and Personal Service** — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

7. Mathematics — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.
8. English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
9. Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
10. Service Orientation — Actively looking for ways to help people.
11. Speaking — Talking to others to convey information effectively.
12. Mathematics — Using mathematics to solve problems.
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