

RETAIL SALES ASSOCIATE SERIES

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

Promotional Line: 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

Under direct supervision, a Retail Associate 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. provides other customer service as required;

11. May assist in ordering process or correspond/communicate with vendors regarding orders or payments;
12. assists in daily reading of registers, opening and closing procedures;
13. verifies reserve and change funds and obtains change, wraps coin and currency.
14. performs other related duties as assigned.

Level II: Retail Supervisor

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 their work day; verifies unit's cash balance against total receipts; deposits cash in accordance with unit regulations;
7. participates in the purchasing process as requested or as necessary, submitting previously approved purchasing orders, and similarly directed tasks;
8. assists in interviewing, hiring, and evaluating performance of departmental personnel;
9. supervises sales, student and clerical staff, sets schedules;
10. performs duties listed in lower level of this classification series;
11. performs other duties as assigned.

Level III: Retail Assistant Manager

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.
3. Interviews, Hires, and evaluates performance of departmental personnel;
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;
6. assists in budget preparation of designated departments;
7. performs duties listed in lower level of this classification series;
8. performs other duties as assigned.

Level IV: Retail Manager

A Retail Manager typically:

1. makes final hiring decisions and supervises lower level staff sales staff, students and clerical staff, interviews and selects staff and student salespersons
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. determines pricing model of merchandise;
6. supervises inventories;
7. directs or oversees in daily reading of registers, opening and closing procedures;
8. performs duties listed in lower level of this classification series;
9. performs other duties as assigned.

MINIMUM ACCEPTABLE QUALIFICATIONS:

Level I: Retail Associate

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

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. **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).
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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

CREDENTIALS TO BE VERIFIED

1. High School Diploma or equivalent.
2. Two (2) years 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.
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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

CREDENTIALS TO BE VERIFIED:

1. Associate degree in general studies.
2. Two (2) years of experience in a retail environment
3. One (1) year of supervisory 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.
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