

STORE OPERATIONS ASSISTANT

Function of Job:

Under general supervision of store manager to assist with sales, inventory, customer service and general store operations, including maintaining records, processing customer returns, and consulting vendors.

Characteristic Duties and Responsibilities:

1. Assist with the demonstration and sale of merchandise to customers, including such duties as operating a register, selling on the sales floor, and maintaining store stock.
2. Consult with vendor representatives concerning products and services as required.
3. Maintain detailed records concerning defective goods, return goods to vendors, and provide follow-up to obtain replacement or credit.
4. Contact vendors to resolve problems and customer complaints as assigned.
5. Assist with inventory, including such duties as processing orders, receiving and reconciling shipments of merchandise.
6. Act as buyer of specified categories of merchandise as assigned.
7. Deliver merchandise to campus departments and maintain records of deliveries.
8. Train and supervise students/staff as assigned.
9. Assist store manager with records and reports related to various aspects of inventory control and administration.
10. Provide back-up support to store operations as assigned.
11. Recommend changes to store policies and procedures.
12. Assist with special promotions and displays as assigned.
13. Perform related duties as assigned.

Minimum Qualifications:

1. High school graduation and three years of sales or related experience, Associate's Degree and one year, or equivalent combination of related education and experience.
2. Computer skills as required by department.
3. Supervisory ability.
4. Valid driver's license if required by department.
5. Sufficient strength and physical dexterity to perform duties and responsibilities, including moderate to heavy lifting.
6. Effective written and oral communication skills.
7. Ability to establish and maintain effective working relationships with faculty, staff, students and the general public.

Additional Desirable Qualifications:

1. Purchasing experience.
2. Experience in a college/university environment.
3. Training in sales.

6/19/00

System Approval

6/1/00

Effective Date

This document is a generic classification specification of the University System of New Hampshire. Its purpose is to describe the representative responsibilities and general level of complexity, and it is not a substitute for the specific job description of the individual position.

