

MANUAL Student Employment Office Office of Career Services	SECTION Student Job Description			PAGE 1 / 1 <hr/> REVISED
SUBJECT <i>Retail Operations Sales Supervisor</i>	RANK x203	GROUP III	CBC Yes	PHYSICAL

DEFINITION:

Under the direct supervision of an Assistant Bookstore Manager. Additional direction may be received from the Bookstore General Manager. The Student Sales Supervisor usually performs tasks related to supervising and monitoring Student Sales Aides I and Student Sales Assistants in the performance of duties related to cash register operation, providing customer service, merchandising inventory management, and visual merchandising. (Supervision of employees is performed in conjunction with performance of similar tasks.)

Tasks which support the daily operation of the Campus Stores are to be performed with limited supervision and direction, often using discretionary judgment.

- (a) Operates cash register, collecting payments, and/or supervises students in cash operations.
- (b) Assists customers by providing information and aiding customers with merchandise location and selection. As directed, monitor the quality of information given to customers by Student Sales Aides and Assistants and suggesting and encouraging accurate distribution of information.
- (c) Provides supervision and training of Student Sales Aides and Assistants in the area of merchandising by taking inventories and stocking the sales floor and by making decisions regarding daily work priorities.
- (d) Assists the Assistant Store Manager in training other Student Sales Aides and Assistants in various duties and operating procedures.
- (e) Responsible for conveying to all Student Sales Aides and Assistants store policies and procedures, including monitoring and enforcing them.
- (f) Performs other duties as assigned.

BASIC QUALIFICATIONS:

A minimum of one year of experience in the UIC Campus Stores; an additional six months of experience in a college of university bookstore is desirable. Candidates must have demonstrated leadership abilities, supervisory ability and be able to exercise independent judgment.