

MANUAL Student Employment Career Services	SECTION Student Job Description	PAGE 1 / 2 REVISED 5/24
SUBJECT <b><i>Retail Operations Sales Aide I</i></b>	RANK x201	GROUP I

**DEFINITION:**

Under the direct supervision of an Assistant Bookstore Manager. Additional direction may be received from the Bookstore General Manager. The Student Sales Aide usually performs tasks related to providing customer service, collecting fees and charges, cash register operation, merchandise preparation and display, and other functions that support the daily operation of the Campus Stores.

- (a) Manages the cash register.
- (b) Follows procedures for customer refunds.
- (c) Answers telephone inquiries and directs calls to appropriate staff members.
- (d) Assists customers with merchandise location and selection.
- (e) Maintains security and reports any suspicious behavior.
- (f) Ensures that merchandise presentation is neat and orderly.

**BASIC QUALIFICATIONS:**

No previous retail experience is required. Candidates should have good communication skills and the ability to interact with customers.

**LEARNING OUTCOMES\*:**

- Professionally advocate for oneself and others.
- Understand the importance of and demonstrate verbal, written, and non-verbal/body language abilities.
- Employ active listening, persuasion, and influencing skills.
- Communicate in a clear and organized manner so that others can effectively understand.
- Frame communication with respect to the diversity of learning styles, varied individual communication abilities, and cultural differences.
- Promptly inform relevant others when needing guidance with assigned tasks.
- Proactively anticipate needs and prioritize action steps.
- Make decisions using sound, inclusive reasoning, and judgment.
- Multi-task well in a fast-paced environment.
- Actively contribute to inclusive and equitable practices that influence individual and systemic change.
- Keep an open mind to diverse ideas and new ways of thinking.
- Act equitably with integrity and accountability to self, others, and the organization.
- Maintain a positive personal brand in alignment with organization and personal career values.

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- Be present and prepared.
- Demonstrate dependability.
- Prioritize and complete tasks to accomplish organizational goals.
- Have attention to detail, resulting in few, if any, errors in their work.
- Listen carefully to others, taking time to understand and ask appropriate questions without interrupting.
- Collaborate with others to achieve common goals.

\*Learning outcome descriptions from the [National Association of Colleges and Employers \(NACE\)](#).