

MANUAL Student Employment Career Services	SECTION Student Job Description	PAGE 1 / 2 REVISÉD 5/24
SUBJECT <i>Retail Operations Sales Assistant</i>	RANK x202	GROUP II

DEFINITION:

Under the direct supervision of an Assistant Bookstore Manager. Additional direction may be received from the Bookstore General Manager. The Student Sales Assistant usually performs the following tasks:

- (a) Manages the cash register.
- (b) Assists customers with merchandise location and selection.
- (c) Manages inventory, reports, stocks sales floor, and assigns tasks to student staff.
- (d) Optimizes sale sections and visual displays.
- (e) Assists in different departments as needed, like customer service, shipping, and accounting, independently.
- (f) Carries out additional tasks as needed.

BASIC QUALIFICATIONS:

At least nine (9) months of retail experience is necessary for the position's responsibilities. Candidates must be able to demonstrate customer service skills and cash register operations, have good interpersonal skills, and have the ability to work with little supervision.

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.

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- Maintain a positive personal brand in alignment with organization and personal career values.
- 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.
- Show a high level of dedication toward doing a good job.
- Seek out and leverage diverse resources and feedback from others to inform direction.
- Serve as a role model to others by approaching tasks with confidence and a positive attitude.
- Listen carefully to others, taking time to understand and ask appropriate questions without interrupting.
- Effectively manage conflict, interact with and respect diverse personalities, and meet ambiguity with resilience.
- Collaborate with others to achieve common goals.

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