

MANUAL Student Employment Career Services	SECTION Student Job Description	PAGE 1 / 2 REVISED 5/24
SUBJECT <i>Retail Operations Sales Supervisor</i>	RANK x203	GROUP III

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:

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

- (a) Manages the cash register.
- (b) Assists customers with merchandise location and selection.
- (c) Supervises and trains Student Sales Aides and Assistants in merchandising, including inventory management and stocking, and sets daily priorities.
- (e) Assigns daily tasks to other Student Sales Aides and Assistants.
- (f) Carries out additional tasks as needed.

BASIC QUALIFICATIONS:

A minimum of one (1) year of experience in the UIC Campus Stores and six (6) months of experience in a college or university bookstore is desirable. Candidates must have demonstrated leadership and supervisory abilities and can exercise independent judgment.

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 and solve problems using sound, inclusive reasoning and judgment.
- Effectively communicate actions and rationale, recognizing the diverse perspectives and lived experiences of stakeholders.

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- 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.
- 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.
- Motivate and inspire others by encouraging them and by building mutual trust.
- Plan, initiate, manage, complete, and evaluate projects.
- 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 \(NACE\)](#).