SUMMARY:
Students who work at the A-Stores will provide support and assistance to the overall operation of the A-Store University retail location. Duties typical to this position assist the department supervisor in operating an efficient and organized operation and include excellent customer service. Selected students will come from the Eller College of Management, in fields of study based in marketing, management, business and accounting. Students may be placed in applicable positions as it relates to their fields of study.

MINIMUM QUALIFICATIONS:
Current University of Arizona student
Able to work a minimum of 15 hours per week Monday-Friday
Maximum of 30 hours per week (may work 40 if not taking classes during breaks)
Must work summer/winter breaks
Must work weekends and evenings

PREFERRED QUALIFICATIONS:
Prefer students from Eller College of Management majors

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:
Excellent customer service
Can lift 25 pounds

KNOWLEDGE, SKILLS AND ABILITIES PREFERRED:
Cash register experience
Retail and/or sales experience

FUNCTIONS/TASKS:
A. Customer Service
   1. Assist customers in locating merchandise
      a. Learn MBS inventory system to locate information on products (stock location, on-order status)
      b. Take phone/mail orders and follow fulfillment procedures
      c. Provide excellent level of assistance.
   2. Resolve customer concerns and notify supervisor
      a. Track customer requests for new products
      b. Follow-up on all special orders and document accordingly
   3. Acquire product knowledge
   4. Notify customers of promotions and/or special products
B. Maintain Inventory
   1. Assist in maintenance of inventory levels
      a. Complete paperwork developed within department to do inventory counts
   2. Request merchandise from fulfillment area
      a. Complete paperwork daily (transfers, picklists)
      b. Notify supervisor of any discrepancies
   3. Suggest new “hot” products to supervisor
   4. Notify supervisor of non-selling products
   5. Assist in verification of prices on merchandise tags and notify supervisor and/or make tags to accurately reflect prices
   6. Prepare daily sales reports
C. Maintain sales floor merchandising/presentation
   1. Assist in signage needs according to policy
   2. Maintain work areas and organization of area, as well as clean, neat display presentations
   3. Clean all fixtures/glass/shelves daily
   4. Change mannequins and displays weekly, including sizing displays and fixturing changes bi-monthly.
   5. Assist in promotional displays and notifications to other areas of specials
D. Assist in opening/closing
   1. Assist in keeping area clean
   2. Size and straighten all areas
   3. Communicate to next shift assignments not completed and/or need assistance with
   4. Close register (when applicable) following cashier procedures
   5. When cashiering, the University policy 8.10 must be followed, in coordination with the BookStore’s cash handling procedures.
   6. Sign off computer system
   7. Assist with turning off special lights if applicable

E. Follow and understand security issues and procedures
   1. Notify MIS of system issues
   2. Notify mall security of any shoplifting suspicions
   3. Notify management of any incident reports
   4. Assist customers in emergency situations following store procedures

This description is intended to indicate the kinds of duties and responsibilities that may be required of employees given this title. It shall not be construed as determining what the specific duties and responsibilities of any particular position shall be. It is not intended to limit in any way the right of supervisors to assign, direct and control the work of employees under their supervision.