
UA BookStores

Title: A-Store Student Lead
Department: A-Store
Hourly Starting: \$8.45

Supervisor: TBD
Location: University
Group: Student Group A, B

SUMMARY:

The A-Store Student Lead will provide support and assistance to store management and organizational leadership with regard to the overall operation of a retail store to meet the needs of UA student, alumni, area visitor and other customers. Duties typical to this position include: assisting the Store Manager with customer service, sales, cash handling, stocking, special events, and opening/closing procedures for either A-Store location. Hours worked per week fluctuate depending on seasonal variables, including (but not limited to) early semester peak season traffic, special events and holiday seasons. Employees in this position may be required to work weekend hours, late nights, and through holiday, summer, and spring breaks and other breaks in the academic calendar. Selected students will come from the Eller College of Management, in fields of study based in marketing, management, business, and/or accounting. Students may be placed in applicable positions as it relates to their fields of study.

MINIMUM QUALIFICATIONS:

One year proven experience in sales, customer service, merchandising, and in cash handling.
Candidates must possess excellent leadership/managerial and interpersonal, communication, and problem-solving skills.

SKILLS AND ABILITIES REQUIRED:

The ability to manage a small team using leadership, delegation, project management and interpersonal communication skills in a way that supports the UA BookStores organizational culture and perpetuates a pleasant and productive working environment

Ability to communicate with Store Manager and staff using traditional verbal, written and electronic communication channels

Flexible availability to meet scheduling needs during peak seasons and academic breaks

Foundational understanding of retail operations and customer service techniques/strategies

Excellent mathematical and critical thinking skills

Fluency in computer applications including (Microsoft Work, Excel, and Powerpoint) and technological adaptability and willingness to learn new applications, including industry-specific retail management software

Merchandising skills for all areas in the stores, including (but not limited to) apparel & gifts, school & office supplies,

textbooks, technology, and window displays

Must be able to lift 50 pounds

SKILLS AND ABILITIES PREFERRED:

Ability to oversee store operations in the absence of Store Manager

Extensive cash handling experience

Follow open and closing procedures

Understanding of retail inventory processes

Merchandising and visual display experience

FUNCTIONS/TASKS:

- Cash Handling and open/close procedures followed daily
 - Is responsible to open and close store with alarm code and key
 - Open procedures include counting drawer, doing the deposit, opening register, turning on lights, open the store for business.
 - Be responsible that the safe count and register(s) balance is correct
 - Make sure the register has proper change for the day and all supplies needed
 - Order change for register when needed
 - Daily sales reports and financial book must be done on a daily basis
 - Has knowledge of MBS (inventory management and POS system) and all related applications (will train)
 - Can process ALL transactions on the register such as cash sales, credit card sales, refunds and exchanges, A/R sales, Alumni sales, A-Store employee sales, Bookstore employee sales, gift card and store credit transactions
 - Help train students on proper procedures for register

- ❑ Follows procedures for merchandise receiving and transfers
 - Assist in maintenance of store merchandise inventory levels
 - Able to do transfers to other stores and also receive in the system (will train)
 - Checks in merchandise so that counts are accurate
 - Resolves in a timely basis any problems with transfers or Purchase Orders with incorrect counts
 - Make sure all merchandise gets put out on the sales floor and is merchandised properly
 - Helps train the staff on all these procedures and insure they are followed

- ❑ Acts as store supervisor when Manager is out of the store
 - Responsible for opening and closing the store
 - Protects passwords and codes of the store
 - Responsible for the store being safe and secure
 - Performs duties in Managers absence

- ❑ Housekeeping of Store
 - Makes sure to communicate to the manager any operational needs such as lights out, fixture problems, safety problems, computer problems and anything else that affects the functionality of the store
 - Makes sure that store is stocked with all needed merchandise and supplies
 - Makes sure daily cleaning is done throughout the store
 - Is aware of whom to call in an emergency at all times
 - Assigns tasks to other associates daily including themselves

- ❑ Assist customers with merchandise questions and insure prompt service
 - Communicate customer needs to Manager that are not being supplied
 - Handles customer concerns in an efficient manner with accurate information and informs Manager
 - Help customers locate items, give features and benefits of product
 - Discuss features and benefits to customers and associates
 - Be able to locate item for customer at another location
 - Understand the web site for the bookstore
 - Able to take and process phone orders

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 the Manager to assign, direct and control the work of employees under their supervision.