

UNIVERSITY OF SOUTHERN CALIFORNIA

Retail Associate

Job Code: 143011

OT Eligible: **Yes**

Comp Approval: **5/1/2018**

JOB SUMMARY:

Provides courteous, knowledgeable assistance to customers; performs cashiering, stocking and other duties to promote efficient functioning of department. Resolves difficult customer problems. Supervises student workers and/or Retail Associate Trainees.

JOB ACCOUNTABILITIES:

***E/M/NA % TIME**

- | | | |
|-------|-------|--|
| _____ | _____ | Provides customer service to students, faculty, staff and external customers. Meets customer needs, offers options, resolves problems and follows up with customers. Ensures full customer satisfaction without unnecessarily referring customer to other staff members. Maintains friendly, helpful demeanor. |
| _____ | _____ | Provides professional, knowledgeable, courteous customer service. Assists customers in locating merchandise, takes special orders, answers questions, performs gift wrapping and/or other special services, communicates policies on returns and exchanges. Monitors for shoplifting. Resolves customer complaints and processes merchandise returns, refunds or exchanges. |
| _____ | _____ | Performs all cashiering functions in accordance with department and university cash handling policies and procedures. Checks price tags for alterations. Protects department against monetary losses by requiring appropriate identification for check cashing. Uses appropriate verification procedures for credit card purchases. |
| _____ | _____ | Keeps sales floor neat, clean and fully-stocked. Shelves new stock, informs buyers of fast- and slow-selling stock, maintains thorough knowledge of inventory. Ensures merchandise is attractively displayed. Maintains cashiering desk/areas in a clean, organized fashion. Keeps cashiering area well-stocked with necessary supplies, such as shopping bags, credit card drafts, etc. |
| _____ | _____ | Assists with answering incoming calls and directing them to the appropriate person or department. |
| _____ | _____ | Makes tags for damaged merchandise, delivers daily to designated area. Returns misplaced merchandise to correct department daily. |
| _____ | _____ | Complies with all university and department policies and procedures. |
| _____ | _____ | In the absence of department manager, supervises student workers and/or Retail Associate Trainees. Assists department manager in training new staff. |
| | | Performs other related duties as assigned or requested. The university reserves the right to add or change duties at any time. |

***Select E (ESSENTIAL), M (MARGINAL) or NA (NON-APPLICABLE) to denote importance of each job function to position.**

EMERGENCY RESPONSE/RECOVERY:

Essential: No

- Yes In the event of an emergency, the employee holding this position is required to “report to duty” in accordance with the university’s Emergency Operations Plan and/or the employee’s department’s emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.

JOB QUALIFICATIONS:

Minimum Education:

High school or equivalent

Minimum Experience:

6 - 12 months

Minimum Field of Expertise:

Retail Sales

Preferred Field of Expertise:

USC Retail Associate Trainee experience.

Skills: Administrative:

Answer telephones
Balance figures
Compute totals
Gather data
Input data
Read handwritten text
Research information
Understand and apply policies and procedures
Verify calculations

Skills: Machine/Equipment:

Calculator
Cash register
Computer network (department or school)
Computer network (university)
Computer peripheral equipment
Fax
Photocopier

Supervises: Level:

May oversee student, temporary and/or casual workers.
Trains new employees and allocates and monitors work of others.

SIGNATURES:

Employee: _____ Date: _____

Supervisor: _____ Date: _____

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

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