

**Position Description
Cover Sheet**

In order to make an objective and accurate evaluation of a position, it is very important that the position description (PD) contain **specific** data. Therefore, please provide all information requested and forward this form through the division dean to the Human Resources Office for classification.

Title: Head Cashier/Sales Floor Leader

Division/department: ADV/AUX/STO

Campus: La Plata

Check one: New PD _____ Revised PD _____ No changes to PD XXXXX

Please identify any similar positions already established within the department:

Is this a Director-Level position? Yes _____ No XXXX

Reports to _____ Date _____
(Signature)

Title of Position Reported to: General Merchandise Buyer/Webstore Manager

Approval _____ Date _____
(Signature - Second-Level Supervisor)

Approval _____ Date _____
(Signature - Dean or President)

Account code(s): 20-0-040201-511103-10

Work schedule: 9:30 a.m.-2:00 p.m. two days per week, 1:45 p.m.-7:45 p.m. with 1/2 hour break two days per week (Monday-Thursday), Friday off. 20 hours per week.

FOR HUMAN RESOURCES DEPARTMENT USE:

Position number _____ Grade _____

Statistical group _____

Exempt / Non-exempt _____ Date _____

Requires Financial Disclosure Statement _____

If the employee's primary position is EXEMPT, there are no limitations for working in a secondary position. If the primary position is NON-EXEMPT, the following rules apply:

1. The employee cannot hold credit or credit-free part-time faculty positions unless a special exception is made by the division VP.
2. The employee must record the total combined hours worked on the system-generated time sheet which is distributed each pay period. The employee is responsible for obtaining the signatures of both supervisors on this time sheet.
3. The employee's total combined hours worked for all positions should not exceed 40 hours in a workweek.

POSITION DESCRIPTION FOR: Head Cashier/Sales Floor Leader

The Head Cashier/Sales Floor Leader provides excellent customer service by correctly processing Point of Sale transactions and assisting customers for the CSM College Store. This position also assists in the daily operation of the sales floor and training student and temporary employees.

1. Core Responsibilities: Prioritize tasks and responsibilities and summarize them below. Please provide **percentages of time** allotted to each particular task or responsibility, making sure that the **total percentage equals 100%**. Please give specific duties and avoid using generalizations or “other duties as assigned.”

- 35% - Responsible for upholding the customer service standards of the CSM College Store.
 - Assists in maintaining the store’s team philosophy.
 - Maintains a positive attitude with students, faculty, staff, and fellow employees.
 - Greets customers in person and by phone, answers questions, addresses concerns, and assists customers on the sales floor. Communicates concerns to management and follows up on customer issues.
- 35% - Responsible for operating a point of sale cash register and performing related supervisory duties.
 - Ensures proper handling and safeguards in processing customer transactions for cash transactions, credit cards, returns, exchanges, check refund requests, department and financial aid charges, web order pickups, buybacks, textbook rentals, special orders (software, nursing pins) etc.
 - Processes vending machine refunds.
 - Processes daily and end-of-semester buyback transactions.
 - Ensures that cash register lines are handled in an expeditious manner while customer service standards are upheld.
 - Performs store closing duties, including running closing register reports, securing daily paperwork and register tills in back office, and securing and alarming the store.
- 20% - Assists in safeguarding inventory and maintaining the store.
 - Follows loss prevention policies and procedures. Promptly reports issues to management.
 - Maintains the special order shelf and calls customers on a weekly basis to let them know the status of a received order.
 - Maintains the store area. Sweeps floors, vacuums, cleans and straightens display shelves, empties trash cans.
 - Organizes and maintains the cash register and customer service areas. Ensures that there are enough supplies at the registers (i.e. register tape, pens, paper, etc.). Notifies supervisor when low on supplies.
 - Ensures proper maintenance of store equipment.
 - Maintains and changes merchandise and window displays on a regular basis.
 - Stocks shelves and moves merchandise and fixtures to and from storage area as needed.
 - Assists in maintaining the general merchandise backstock shelves.

- 10% - Assists in performing other operational duties, such as preparing web-store orders, packing/unpacking and verifying general merchandise shipments, distributing graduation caps and gowns, and performing store inventories.
- 2. Education/Knowledge Required:** Specify required degrees, experience, special skills and abilities necessary for satisfactory performance.
- High school diploma required
 - Retail sales/customer service experience required
 - One year cashiering experience required
 - Point of Sale (POS) experience preferred
 - Supervisory experience preferred
- 3. Supervision:** List all position titles reporting directly to this position, full-time or part-time. Include student assistants, temporary, permanent and part-time faculty supervised in a typical semester or year.
- Shares the responsibility to train and supervise temporary personnel and student assistants
- 4. Internal & External Contacts:** Identify contacts required within and outside the college, and purpose of contacts. (Example: Contacts vendors for supplies and materials; or meets with tri-county public and private employers to determine training needs)

Internal:

- General Merchandise Buyer/Webstore Manager – directly reports to this position
- College Store Staff in La Plata – daily work activities including following up on customer issues and giving/receiving information
- College Store Staff in Prince Frederick and Leonardtown – daily work activities including web orders, transfers, and giving/receiving information as needed

External:

- Daily interaction with students/customers to assist with their needs

- 5. Guidelines/Procedures/Regulations:** Identify guidelines, procedures, instructions, regulations and laws within which the position functions. Be specific.
- General college administrative policies and procedures
 - Established CSM College Store policy and procedures
 - Procedures for operating the computerized inventory management and POS system
 - Procedures relative to the buyback program
 - Loss prevention methods and techniques
- 6. Communications:** Please describe the written and verbal skills required for the position.

This position requires strong oral and written communication skills with the ability to interact with diverse groups. The position also requires excellent interpersonal skills with the ability to use tact, patience, and courtesy. The incumbent will communicate in person and over the phone with a variety of internal/external customers.

7. Role Complexity:

Responsibilities for this position are usually well-defined but require some degree of judgment in determining customer needs. Non-routine questions are referred to supervisor.

8. Creativity & Innovation:

Incumbent typically follows procedures established by others at a higher level.

9. Impact:

Effective customer service and accurately processing transactions in the Point of Sale system result in increased revenues.

10. Fiscal Responsibility: Describe the fiscal responsibility. Include total dollars that the position directly controls.

- Responsible for accurately processing all POS transactions, including cash, check, credit card, financial aid and department charges, and refunds from a cash drawer of \$125 and higher.
- Responsible for accurately processing cash transactions during end-of-semester buybacks from a cash drawer of \$10,000.
- Responsible for securing cash drawers and store at the end of a closing shift.

11. Physical Working Environment: Describe the physical working environment and list any hazardous and toxic substances used in the performance of duties.

- This is a 20-hour position that typically opens two days and closes two days per week
- This position requires the incumbent to work additional hours during heavy business periods, i.e., bookrush and inventory
- Retail environment with constant interruptions
- Perform general housekeeping duties
- Operate helium tank
- Ability to lift up to 70 lbs.
- Handle hazardous chemicals for the maintenance of the copier machine