

I. SALES CLERK SERIES:

Sales Clerk I  
Sales Clerk II  
Sales Clerk III

II. SUMMARY OF SERIES:

To provide customer service and retail support by: selecting, ordering and marking stock; maintaining records; unpacking and examining incoming stock; determining product display placement; operating cash registers; and taking inventory of stock.

III. ORGANIZATIONAL LEVELS:

Sales Clerk I is the entry-level sales clerk in this series.

Sales Clerk II is the first-level supervisory job in this series.

Sales Clerk III is the second-level supervisory job in this series.

IV. EXAMPLES OF DUTIES COMMON TO ALL LEVELS IN SERIES:

1. Marks identifying codes on merchandise and stores merchandise in appropriate location.
2. Operates cash register and accesses computers to complete sales, refunds, charge card purchases, and verify information.
3. Supplies information, direction and service to the public and mails out notices to customers.
4. Maintains current product knowledge and maintains a retail security awareness.
5. Maintains general appearance of merchandise displays and assists in determining product display placement.
6. Handles and disposes of defective merchandise in accordance with department policy.
7. Prepares documents for interdepartmental transfer of merchandise.
8. Disburses cash refunds and processes charge sales.

9. Receives completed orders and prepares necessary documents for billing and assists with the placement of special orders.
10. Assists customers with problems and requests and consults with supervisor to resolve problems.
11. Assists in inventory control.
12. Performs some data entry duties.
13. Stores employee possessions during working hours by placing them in open storage and monitoring their return.
14. Performs other duties such as: answering telephone, operating office machines, handling mail, and preparing forms.
15. May functionally supervise student employees.

V. DIFFERENCES BETWEEN LEVELS IN SERIES:

Sales Clerk II: Incumbents of positions at this level or higher also:

1. Determine quantities of merchandise needed.
2. Provide on-the-job training to student employees.
3. Functionally oversee the work activities of retail and student employees.
4. Make decisions concerning display and placement of merchandise.
5. Contact vendors in order to exchange information, place orders and resolve discrepancies.
6. Reorder existing merchandise.
7. Maintain current knowledge of customer trends, inventory levels, new designs and fashion concepts.
8. Maintain a ledger for inventory control; control and adjust inventory when pilferage, damaged goods or shortages occur.
9. Process daily cash receipts by counting cash balance in cash register drawers.
10. Count cash in safe and make daily bank deposits.
11. Open and close facilities and ensure that appropriate security procedures are followed.

Sales Clerk III: Incumbents of positions at this level or higher also:

1. Make buying decisions regarding new retail merchandise.
2. Directly supervise retail employees and students.
3. Oversee the work activities of retail employees and students in a store department or separate store facility.

VI. RELATIONSHIPS WITH OTHERS:

Major work contacts are with agency staff, faculty, students and vendors.

VII. SUPERVISION RECEIVED:

Sales Clerk I:

Incumbents of positions at this level may receive direct supervision from other Sales Clerks or other employees of higher grade who provide training, instruction and guidance on procedures and assign work.

Sales Clerk II:

Incumbents of positions at this level receive general supervision from other Sales Clerks or other employees of higher grade who provide training, instruction and guidance on procedures and assign work.

Sales Clerk III:

Incumbents of positions at this level receive general supervision from administrative employees who provide policy guidance, assign work and review performance through conferences and reports for effectiveness and conformance to policy.

VIII. SUPERVISION EXERCISED:

Sales Clerk I:

Incumbents of positions at this level may functionally supervise student employees.

Sales Clerk II:

Incumbents of positions at this level may exercise functional supervision (i.e., over certain but not all work activities, or over some or all work activities on a temporary basis) over 1-5 student or classified employees.

Sales Clerk III:

Incumbents of positions at this level exercise direct supervision over, and assign work to, 1-5 Sales Clerks and may also indirectly supervise 1-5 student and temporary employees.

IX. WORKING CONDITIONS:

Sales Clerks stand for prolonged periods of time, have frequent interpersonal contact with store customers, lift and carry merchandise, and may work varied shifts, nights, weekends and holidays.

X. QUALIFICATIONS REQUIRED AT HIRE FOR ALL LEVELS IN SERIES:

1. Ability to deal tactfully with customers and other employees.
2. Ability to operate a cash register.
3. Ability to follow oral and written instructions.
4. Knowledge of basic math and cash handling skill.
5. Ability to communicate orally.
6. Ability to lift and carry merchandise.
7. Ability to stand for prolonged periods of time.
8. Ability to prepare reports.
9. Ability to work accurately with titles, numbers, codes and/or symbols.
10. Ability to make change quickly and accurately.
11. Ability to maintain accurate records.
12. Ability to read, write and comprehend the English language.

BASED ON ASSIGNMENT, THE FOLLOWING ADDITIONAL QUALIFICATIONS  
MAY BE REQUIRED AT HIRE:

1. Willingness to work varied shifts, nights, weekends and holidays.
2. Ability to functionally supervise student employees.

ADDITIONAL QUALIFICATIONS REQUIRED AT HIRE FOR SALES CLERK  
II:

1. Knowledge of the standard procedures and methods followed in handling and recording cash receipts and credit changes.
2. Knowledge of standard storekeeping practices and procedures, including inventory control.
3. Knowledge of the safety practices and procedures followed in the handling and storage of merchandise.
4. Skill in operating cash registers and/or adding machines.

BASED ON ASSIGNMENT, THE FOLLOWING ADDITIONAL QUALIFICATIONS  
MAY BE REQUIRED AT HIRE FOR SALES CLERK II:

1. Ability to judge the proper quality, appearance, and condition of foods.
2. Knowledge of the standard methods and techniques for handling and storing perishable merchandise.
3. Knowledge of the sanitation practices followed in the handling and storage of food products.
4. Ability to give oral and written instructions in a precise, understandable manner.
5. Ability to functionally supervise including: planning and assigning work according to the nature of the job to be accomplished and providing or arranging for training.
6. Ability to order merchandise from vendors.

ADDITIONAL QUALIFICATIONS REQUIRED AT HIRE FOR SALES CLERK  
III:

1. Knowledge of the principles, practices, and techniques of supervision.

2. Ability to supervise including: planning and assigning work according to the nature of the job to be accomplished and the capabilities of subordinates and available resources, determining subordinates' training needs and providing or arranging for such training, motivating subordinates to work effectively, determining the need for disciplinary action and either recommending or initiating disciplinary action.

BASED ON ASSIGNMENT, THE FOLLOWING ADDITIONAL QUALIFICATIONS MAY BE REQUIRED AT HIRE FOR SALES CLERK III:

1. Ability to make buying decisions regarding new retail merchandise.
2. Ability to oversee the work activities in a store department or separate store facility.

XI. QUALIFICATIONS ACQUIRED ON THE JOB AT ALL LEVELS IN SERIES:

1. Knowledge of the rules, regulations, policies, and procedures governing assigned unit activities.
2. Knowledge of the types and uses of agency forms.
3. Knowledge of the standard departmental methods and techniques followed in the storage of durable and nonperishable goods.
4. Knowledge of the departmental pricing methods.
5. Knowledge of the departmental cashiering and charge procedures.

ADDITIONAL QUALIFICATIONS ACQUIRED ON THE JOB IN SALES CLERK II POSITIONS:

1. Knowledge of vending sources for University Store.
2. Knowledge of ordering procedures.
3. Knowledge of the principles, practices and techniques of supervision.

XII. MINIMUM ENTRANCE REQUIREMENTS:

Sales Clerk I:

High school diploma or the equivalent of one year of clerical or retail experience.

Sales Clerk II:

Minimum of one year retail sales experience.

Sales Clerk III:

Minimum of one year supervisory experience in a retail sales position.

XIII. SPECIAL REQUIREMENTS:

None.

