CLASSIFICATION DESCRIPTION TITLE: SALES/RETAIL MANAGER

<table>
<thead>
<tr>
<th>BAND</th>
<th>GRADE</th>
<th>SUBGRADE</th>
<th>FLSA STATUS:</th>
</tr>
</thead>
<tbody>
<tr>
<td>C</td>
<td>4</td>
<td>2-3</td>
<td>Exempt</td>
</tr>
</tbody>
</table>

CLASSIFICATION SUMMARY: Responsible for performing advanced technical duties, incumbents are responsible for coordinating the activities and staff of a retail, merchandise, or purchasing unit. Responsibilities may include supervising staff; developing internal/external customer and vendor relationships; evaluating service delivery and recommending process improvements; ensuring compliance with applicable policies, procedures, and regulatory requirements; researching goods and services; negotiating vendor contracts; and participating in budget development and monitoring of expenses.

TYPICAL CLASSIFICATION ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary.)

1. Develops, implements, and administers operating policies and procedures and monitors compliance.

2. Supervises staff to include: prioritizing and assigning work; conducting performance evaluations; ensuring staff are trained; ensuring that employees follow policies and procedures, and maintains a healthy and safe working environment; and, making hiring, termination, and disciplinary recommendations.

3. Reviews and negotiates sales contracts and maintenance agreements; monitor ongoing agreements for effectiveness and updated policies.

4. Establishes, reviews, and monitors marketing plans and promotions for assigned department.

5. Oversees and monitors budget and department information, such as maintaining balances, researching discrepancies, and preparing related financial reports.

6. Oversees customer service; handles customer complaints and comments as needed.

7. Performs other duties as assigned.
**HARRISBURG AREA COMMUNITY COLLEGE**  
**CLASSIFICATION DESCRIPTION**

**CLASSIFICATION DESCRIPTION TITLE: SALES/RETAIL MANAGER**

---

**Training and Experience** (positions in this class typically require):

Associate's Degree and five years of progressively responsible experience in area of assignment, including supervisory experience; or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

---

**Licensing Requirements** (positions in this class typically require):

- None Required.

---

**Knowledge** (position requirements at entry):

Knowledge of:

- Supervisory principles;
- Budget administration principles;
- Recordkeeping principles;
- Computer operating systems and related software applications;
- Applicable federal, state, and local laws, rules, and regulations;
- Purchasing and procurement principles and practices;
- Marketing and advertising principles.

---

**Skills** (position requirements at entry):

Skill in:

- Supervising and evaluating employees;
- Prioritizing and assigning work;
- Using a computer and applicable software applications;
- Analyzing and developing policies and procedures;
- Analyzing problems, identifying alternative solutions, projecting consequences of proposed actions, and implementing recommendations in support of goals;
- Developing and promoting programs and merchandise through various marketing methods;
- Maintaining files and records;
- Managing multiple projects and programs simultaneously;
- Exercising judgment and discretion;
- Preparing a variety of correspondence, records, requisitions, reports, documents and forms;
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction.

---

**Physical Requirements:**

Positions in this class typically require: fingering, grasping, feeling, talking, hearing, seeing and repetitive motions.

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.
HARRISBURG AREA COMMUNITY COLLEGE
CLASSIFICATION DESCRIPTION

CLASSIFICATION DESCRIPTION TITLE: SALES/RETAIL MANAGER

---

**NOTE:**
The above job classification is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

**Classification History:**
Created: 8/8/07

---

Signature of Employee          Date

Signature of Supervisor        Date