**HARRISBURG AREA COMMUNITY COLLEGE**  
**CLASSIFICATION DESCRIPTION**

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

<table>
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<tr>
<th>FLSA STATUS:</th>
<th>Non-Exempt</th>
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**CLASSIFICATION SUMMARY:** Responsible for performing paraprofessional or entry-level professional duties requiring specialized training and/or experience in area of assignment. Responsibilities may include developing internal/external customer and vendor relationships; conducting sales and/or purchasing activities; researching products and costs; marketing products and services; providing lead or technical direction to staff; and ensuring activities are performed in compliance with applicable policies and procedures.

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

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<thead>
<tr>
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<th>Illustrative only – not inclusive of every task assigned to a position.</th>
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<tbody>
<tr>
<td>1.</td>
<td>Oversees daily activities of assigned department, including sales, fiscal transactions, marketing, and customer service.</td>
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<td>2.</td>
<td>Processes, approves, and tracks various orders; assists with tracking purchase and change orders, relaying communications, researching information, and providing related support.</td>
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<td>3.</td>
<td>Creates, reviews, and tracks marketing and promotion materials, layout and content.</td>
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<td>4.</td>
<td>Assists with tracking budget and department information, such as verifying orders, researching discrepancies, and preparing related reports.</td>
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<td>5.</td>
<td>May oversee student workers and volunteers; provides lead worker direction and guidance.</td>
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<td>6.</td>
<td>Monitors, tracks and orders inventory and supplies as needed.</td>
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<td>7.</td>
<td>Performs other duties as assigned.</td>
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</table>
# Classification Description Title: Sales/Retail Specialist

## Training and Experience (positions in this class typically require):
Associate's Degree and two years of progressively responsible experience in area of assignment; 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:
- Purchasing and procurement principles and practices;
- Marketing and advertising principles;
- Supervisory principles;
- Budgetary principles;
- Customer service principles;
- Recordkeeping principles;
- Computer operating systems and related software applications;
- Applicable federal, state, and local laws, rules, and regulations.

## Skills (position requirements at entry):
Skill in:
- Operating a variety of office equipment, including a computer and related software applications, telephone, fax machine, and adding machine;
- Developing and promoting programs and merchandise through various marketing methods;
- Maintaining files and records;
- Monitoring work and providing direction;
- Applying and explaining applicable laws, codes, regulations, policies, and/or procedures;
- Preparing and proofreading a variety of reports and/or documentation;
- Exercising judgment and discretion;
- Providing customer service;
- Working independently;
- Preparing a variety of correspondence, records, requisitions, reports, documents and forms;
- Following oral and written instructions, policies, and procedures;
- 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.
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Physical Requirements:
Positions in this class typically require: standing, walking, fingerling, 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.

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