HARRISBURG AREA COMMUNITY COLLEGE
CLASSIFICATION DESCRIPTION

CLASSIFICATION DESCRIPTION TITLE: SALES/RETAIL TECHNICIAN

<table>
<thead>
<tr>
<th>BAND</th>
<th>GRADE</th>
<th>SUBGRADE</th>
<th>FLSA STATUS:</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>1</td>
<td>3</td>
<td>Non-Exempt</td>
</tr>
</tbody>
</table>

CLASSIFICATION SUMMARY: Responsible for providing customer service and clerical duties in support of a purchasing or retail service unit or store. Duties are performed within established guidelines and procedures. Incumbent responsibilities may include processing and verifying the accuracy of purchase orders; reconciling invoices and/or sales receipts; maintaining and updating records and/or inventory; maintaining internal/external customer and vendor relations; and marketing and promoting products and merchandise.

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

- Processes, reviews, and verifies for accuracy online orders, invoices, purchase orders, and credit memos for textbooks and general merchandise; assists with stocking and transfers of merchandise.
- Assists with coordinating purchasing activities, such as tracking purchase and change orders, relaying communications, researching information, ensuring timely delivery of supplies, and providing related support.
- Performs customer service by assisting students and faculty in finding and selecting merchandise, placing special orders, and scanning merchandise for totals; follows up on customer inquiries and concerns as needed.
- May perform as lead to staff to include assigning and monitoring work and providing direction, performing interviews of student and temporary staff, and conducting training as necessary.
- Performs daily opening and closing procedures, including cash register reconciliation, deposits, report preparation, and coordination with main campus operations.
- Assists in making orders and purchases by creating and reviewing forms and documents for compliance with established college policies and procedures.
- Assists with price comparisons between vendors and determines best pricing for purchases; processes necessary invoices and purchase orders.
- Markets and promotes the bookstore to faculty, staff and students through a variety of advertising methods and techniques.
- Performs other duties as assigned.
**Training and Experience** (positions in this class typically require):
High School Diploma or G.E.D. and two years of experience related to area assigned; 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;
- 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;
- Maintaining files and records;
- 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.

**Physical Requirements**:
Positions in this class typically require: standing, walking, pushing, pulling, lifting, fingering, grasping, feeling, talking, hearing, seeing and repetitive motions.

Light Work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for Sedentary Work and the worker sits most of the time, the job is rated for Light Work.
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 _________________________