CLASSIFICATION DESCRIPTION TITLE: SALES/RETAIL TECHNICIAN

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.)

1. 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.

2. 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.

3. 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.

4. 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.

5. Performs daily opening and closing procedures, including cash register reconciliation, deposits, report preparation, and coordination with main campus operations.

6. Assists in making orders and purchases by creating and reviewing forms and documents for compliance with established college policies and procedures.

7. Assists with price comparisons between vendors and determines best pricing for purchases; processes necessary invoices and purchase orders.

8. Markets and promotes the bookstore to faculty, staff and students through a variety of advertising methods and techniques.

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

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**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