UNIVERSITY OF MAINE SYSTEM CLASSIFICATION SPECIFICATIONS

RETAIL SERVICES SUPERVISOR

<table>
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<tr>
<th>CAREER LEVEL</th>
<th>DBM RATING</th>
<th>FLSA STATUS</th>
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<tr>
<td>Single Career Level</td>
<td>B22</td>
<td>Non-Exempt</td>
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**NATURE OF WORK**

- This classification is responsible for supervising the day-to-day activities of a University bookstore or retail outlet, including the evaluation, scheduling and training of retail employees.

- Work is primarily supervisory in nature, which requires incumbents to understand all aspects of the assigned area. Regularly performs the work and tasks as defined in lower level classifications.

**TYPICAL CLASS RESPONSIBILITIES**

(These responsibilities are a representative sample of essential class duties; position assignments may vary.)

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

2. Supervises and coordinates retail operations.

3. Oversees textbook ordering; packages and processes returns.

4. Prepares a variety of business documents including invoices, timesheets, purchase orders, deposits, and/or operational reports and records.

5. Coordinates and plans for book buy-backs programs; determines the quantity of each title to buy-back based on course information and enrollment estimates.

6. Packages and coordinates delivery of online orders.

7. Conducts and oversees inventory activities. Arranges merchandise and displays on the sales floor.

8. Performs other duties of a similar nature or level.

**LEVEL OF DECISIONS**

Makes decisions regarding how the operations of a process are carried out by selecting among established techniques and practices. Incumbents have a choice as to how and when the operations are carried out, but not as to what operations constitute the process.

Determines how and when assigned responsibilities and tasks will be performed. Incumbents will prioritize tasks on a daily basis, evaluate priorities between several tasks based on level of importance, and provide work direction to retail staff.
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RETAIL SERVICES SUPERVISOR

DIRECTION RECEIVED
• Incumbents work under minimal supervision, typically provided with general goals and objectives within assigned area.

DIRECTION PROVIDED
• Supervise one or more student workers, temporary and/or assigned staff by evaluating performance, assigning tasks, and recommending hiring, termination, and disciplinary actions. Approves the hiring and termination of student workers.

TYPICAL CAREER-LEVEL SPECIFIC RESPONSIBILITIES MAY INCLUDE:

Incumbents assigned to this classification may be responsible for:
In addition to the Retail Services Assistant CL2 level:
• Providing a full range of communications, both verbally and in writing, regarding non-routine questions, issues and procedures; handling the most complex and sensitive customer/student requests requiring a comprehensive understanding of relevant policies, procedures and rules; preparing individualized responses for non-routine and/or escalated issues.
• Supervising and evaluating the performance of assigned staff.
• Providing and modeling excellence in customer service.
• Prioritizing work tasks and allocating work assignments to applicable staff.
• Planning special events related to bookstore operations; determining staffing and resource needs.
• Receiving, providing, processing and troubleshooting financial transactions for large and complex accounts, funding sources, grants, etc; reconciling ledgers and ensuring appropriate documentation is provided in accordance with applicable accounting procedures, grant requirements, etc.
• Maintaining financial records related to store sales and balancing cash registers.
• Training staff on work procedures and the operation of retail equipment.

TRAINING AND EXPERIENCE
Incumbents in this class typically require an equivalent combination of education and experience sufficient to successfully perform the responsibilities of the job, such as those listed below.

• Six months of specialized training or education beyond high school AND sufficient experience, including three years of retail experience; and one year of supervisory or lead level experience.

The Education, Training, and Work Experience listed above are intended to serve as a general guideline for recruiting purposes. Additional qualifying experience may substitute for the education required of the assigned position.
## Licensing Requirements

Incumbents in this class may require:

- None

## Knowledge Requirements

Classification knowledge requirements:
- Customer service principles;
- Supervisory principles and practices;
- Scheduling practices;
- Merchandising;
- Bookstore/retail operations;
- Accounting principles and practices;
- Retail management principles and practices.

## Skill Requirements

Classification skill requirements:
- Providing exemplary customer service;
- Monitoring and evaluating the work of employees;
- Prioritizing and assigning work;
- Supervising retail operations;
- Ordering and procuring books and merchandise;
- Preparing and monitoring financial data and informations;
- Planning and overseeing special events and sales.

## Physical Requirements

Positions in this class typically require: stooping, kneeling, crouching, reaching, standing, walking, pushing, pulling, lifting, fingering, grasping, feeling, talking, hearing, seeing and repetitive motions.

Medium Work: Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.

## Classification History

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<tr>
<th>Date</th>
<th>Comment</th>
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<tr>
<td>5/2/12</td>
<td>Final</td>
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The above classification specifications are intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department as determined by the University.