
Functional Title:	Customer Services Coordinator	Job Code:	0010-CS400
Classification Series:	Customer Service	Band/Zone:	F2
Department:	Multiple	FLSA:	Non exempt
Date:	July 1997		

General Function:

Performs a variety of clerical and administrative services related to overseeing the operations of a retail unit that is part of a larger facility.

Characteristic Duties and Responsibilities – Essential Functions:

- 1) Oversees and conducts retail activities; maintains and/or rotates stock; ensures facility is stocked and ready for operation.
- 2) Oversees financial operations; reconciles daily deposits; ensures deposit and financial reports are accurate.
- 3) Oversees staff; establishes schedules and assigns tasks; assists in enforcing rules and regulations; monitors performance; serves as informational resource.
- 4) Reprograms cash register regarding prices and UPC's as needed.
- 5) Assists with marketing operations which may include developing and distributing brochures and scheduling or preparing bulk mailings.
- 6) Gathers and analyzes information regarding activities; produces reports.

Reporting Relationships:

Direction Received: Reports to head of the facility of which unit is a part (i.e. Director-Goggin Arena, Facilities Administrator, or Manager).

Direction Given: Functional guidance of a group of student employees on an on-going basis. May provide functional guidance to classified staff.

Minimum Requirements:

Requires six months of coursework or training beyond high school in Business Administration and three years retail experience, or an equivalent combination of education and experience.

Knowledge, Skills, Abilities, and Worker Characteristics:

Knowledge of retail operations; knowledge of computer and office applications; supervisory skills; knowledge of cash handling procedures.

Working Conditions:

Physical effort usually requires considerable walking and standing, and may require some lifting of materials weighing 25 to 50 pounds. Periodic assignments given which entail dealing with unpleasant physical situations.