
Functional Title:	Customer Services Specialist	Job Code:	0010-CS550
Classification Series:	Customer Service	Band/Zone:	G2
Department:	Multiple	FLSA:	Non exempt
Date:	July 1999		

General Function:

Perform a variety of administrative and customer service duties related to overseeing the operations of a retail unit.

Characteristic Duties and Responsibilities – Essential Functions:

- 1) Oversee activities of retail unit; enforce rules and regulations; ensure facility is stocked and ready for operations.
- 2) Supervise staff; assign tasks and establish work schedules; monitor and evaluate staff; interview and hire staff.
- 3) Oversee financial operations; reconcile daily deposits; ensure deposit and financial reports are accurate.
- 4) Maintain stock levels; order products from vendors; resolve billing problems.
- 5) Oversee maintenance of unit; report needed repairs to Physical Facilities.
- 6) Reprogram cash register regarding prices and UPCs as needed.
- 7) Gather and analyze information regarding activities; produce reports.

Reporting Relationships:

Direction Received: Reports to area Administrator or Manager.

Direction Given: Direct supervision of student workers; functional or direct supervision of classified staff.

Minimum Requirements:

Requires nine months of training beyond high school in Business Administration and three years of related 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.