Auburn University Job Description

Job Title: Coord, Bookstore Trainer
Job Code: EF12
FLSA status: Non-exempt

Job Summary
Coordinates and administers a training program to the staff of the University Bookstore.

Essential Functions
1. Plans and conducts required training and reoccurring training for all newly hired staff members to include full-time and part-time staff and students.
2. Develops and conducts department orientation and onboarding training to include (but not limited to) customer service training, cashiering, and basic systems training.
3. Develops training and resource materials required to conduct department training.
4. Identifies coaching and/or retraining needs for full-time and part-time staff and students.
5. Coordinates the scheduling for all TES and student employees, ensuring all areas are covered.
6. Collaborates with department leaders on staffing needs and coordinates the staffing process.
7. May assist with office functions and assist visitors.

Supervisory Responsibility
May be responsible for training, assisting or assigning tasks to others. May provide input to performance reviews of other employees.

The above essential functions are representative of major duties of positions in this job classification. Specific duties and responsibilities may vary based upon departmental needs. Other duties may be assigned similar to the above consistent with the knowledge, skills and abilities required for the job. Not all of the duties may be assigned to a position.
# Auburn University Job Description

## Job Family Levels

<table>
<thead>
<tr>
<th>Level</th>
<th>Responsibility</th>
<th>Knowledge</th>
<th>Education and Experience*</th>
</tr>
</thead>
<tbody>
<tr>
<td>I</td>
<td>Follows specific procedures. Task variety is limited. Work is performed under close supervision.</td>
<td>Basic knowledge of standard office functions. Communicates with other is limited to exchange of routine information.</td>
<td>High school diploma or equivalent.</td>
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<tr>
<td>II</td>
<td>Tasks are varied and broad. Work is performed under occasional supervision.</td>
<td>Standard knowledge of office functions. Working knowledge of Auburn University administrative systems appropriate to the position.</td>
<td>High school diploma or equivalent plus 2 years. Experience must include at least 2 years at the preceding level or equivalent.</td>
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</table>

* See the "Minimum Required Education and Experience" section of the job description for any substitutions that may be allowed for education and experience.
Auburn University Job Description

Minimum Required Education and Experience

Level I  High school diploma or equivalent.

Level II  High school diploma or equivalent plus 2 years. Experience must include at least 2 years at the preceding level or equivalent.

Focus of Education  Focus of Experience
High School Diploma or equivalent  Experience in training employees in a retail or service environment

Substitutions allowed for Education:
Indicated education is required; no substitutions allowed.

Substitutions allowed for Experience:
When a candidate has the required education, but lacks the required experience, they may normally apply additional appropriate education toward the experience requirement, at a rate of one (1) year relevant education per year of required experience.

Minimum Required Knowledge
Knowledge of training practices, retail operations, and/or customer service.

Certification or Licensure Requirements:
None Required.

Physical Requirements/ADA
Occasional and/or light lifting required. Limited exposure to elements such as heat, cold, noise, dust, dirt, chemicals, etc., but none to the point of being disagreeable. May involve minor safety hazards where likely result would be cuts, bruises, etc.

Routine deadlines; usually sufficient lead time; variance in work volume seasonal and predictable; priorities can be anticipated; some interruptions are present; involves occasional exposure to demands and pressures from persons other than immediate supervisor.

Job frequently requires standing, walking, talking, hearing, handling objects with hands, and lifting up to 25 pounds.

Job occasionally requires sitting, reaching, climbing or balancing, stooping/kneeling/crouching/crawling, and lifting up to 50 pounds.

Vision requirements: Ability to see information in print and/or electronically.

Date: 6/13/2014