
Auburn University Job Description

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| Job Title: | Coord, Bookstore Trainer | Level I | Grade 29 \$25,000 - \$41,700 |
| Job Code: | EF12 | Level II | Grade 30 \$28,000 - \$46,700 |
| FLSA status: | Non-exempt | | |

Job Summary

Develops, coordinates and administers effective and consistent training programs to all University Bookstore staff. Coordinates staffing and employment processes of all casual employees and assists with the staffing needs of other full-time employees.

Essential Functions

1. Develops new training methods and materials for both initial onboarding process and seasonal training needs. Incorporates various media to enhance the learning process including PowerPoint and video. Understands and tailors training to the learning styles of different individuals.
2. Conducts training programs for all onboarding staff, as well as initial and ongoing training for effective sales skills, customer service, and operating procedures for both POS and back-office systems of all departments.
3. Administers and ensures the completion of both the initial and annual PCI training requirements of the University and the Bookstore.
4. Continuously identifies training gaps of individual employees and coaches to meet meet expectations. Creates, offers and presents refresher training workshops on multiple topics throughout the year.
5. Coordinates the staffing of all casual employees for the bookstore (student and TES) including recruitment, job postings, interviews and hiring of 100+ employees annually; processes required departmental new hire paperwork.
6. Assists with interviewing/screening/selection of full-time employees; processes required departmental new hire paperwork.
7. Coordinates the annual and bi-annual performance evaluation process and any resulting merit increases for the student employees. Directly performs the assessment or greatly contributes to the assessment of some of the student employees.
8. Assists in writing and compiling individual department operating procedures.

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.

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Job Family Levels

| Level | Responsibility | Knowledge | Education and Experience* |
|-------|---|---|---|
| I | Under immediate supervision, performs standard tasks using established methods, principles, concepts and procedures related to a specialized field. | Knows fundamental concepts, practices and procedures of particular field of specialization. | Bachelor's degree in discipline appropriate to position with no years of experience. |
| II | Under minimal supervision, performs complex assignments and fulfills broad responsibilities where required outcomes are defined, but methods and procedures may vary based on professional judgment or precedent. | Possesses and applies a broad knowledge of principles, practices and procedures of a particular field of specialization to the completion of difficult assignments. Also possesses knowledge of related fields and areas of operation which affect, or are affected by, own area. | Bachelor's degree in discipline appropriate to position plus 2 years experience. Experience must include at least 2 years at the preceding level or equivalent. |

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

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Minimum Required Education and Experience

Level I Bachelor's degree in discipline appropriate to position with no years of experience.

Level II Bachelor's degree in discipline appropriate to position plus 2 years experience. Experience must include at least 2 years at the preceding level or equivalent.

Focus of Education

Degree in management, marketing, or business administration or related field.

Focus of Experience

Experience in a retail sales operations or customer service.

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 retail operations and training methods.

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: 6/22/2016
