

## JOB INFORMATION

|                         |                             |
|-------------------------|-----------------------------|
| Job Code                | EF15                        |
| Job Description Title   | Mgr, Technology Sales & Svc |
| Pay Grade               | SL08                        |
| Range Minimum           | \$48,360                    |
| 33rd %                  | \$58,040                    |
| Range Midpoint          | \$62,870                    |
| 67th %                  | \$67,710                    |
| Range Maximum           | \$77,380                    |
| Exemption Status        | Exempt                      |
| Approved Date:          | 7/28/2021 11:07:34 AM       |
| Legacy Date Last Edited | 9/10/2018                   |

## JOB FAMILY AND FUNCTION

|               |           |
|---------------|-----------|
| Job Family:   | Sales     |
| Job Function: | Bookstore |

## JOB SUMMARY

Under minimum supervision, the Manager, Technology Sales & Service position manages the operations of technology sales and service to build business and provide excellent customer service.

## RESPONSIBILITIES

- Manages the sales, marketing and promotion of technology products, which includes the direct sales and customer interaction with students and parents, providing sales and product support for faculty and staff, developing marketing campaigns and sales promotion, and executing strategic marketing plans.
- Develops and maintains strategic product and vendor relations which includes pricing and product negotiations with vendors, providing analyses of sales trends, performing product research and competitive analyses, as well as forecasting repair services requirements.
- Helps manage and develop new business opportunities, which includes analyzing repair services and establishing pricing, providing input and feedback related to strategic store initiatives, analyzing and conducting feasibility studies of new repair service streams, and providing outreach to faculty and staff to discuss available technologies to uncover areas where greater efficiencies and productivity can be gained leading to academic success.
- Ensures training and employee development, which includes coaching student employees to develop selling skills to properly discover customer needs and provides the best solution to ensure academic success, ensures every interaction is conducted with the best interest of the customer in mind providing the best possible value to ensure academic success, conducting sales clinics and product education, scheduling staff to ensure customers are served while being a good steward of University resources with payroll, conducting employee reviews, maintaining employee satisfaction to minimize turnover, and recruiting and hiring the best staff.
- Manages budgeting and sales forecasting, as well as order processing and review for the department; prepares annual sales, cost of good, and labor budget forecast for the technology department, determines product assortment, determines staffing requirements and performs continuous analysis of product mix and inventory levels to maximize profitability and inventory turnover. Receives inventory shipments and processes inventory receipts for payment ensuring accuracy and efficiency.

The responsibilities listed above show the typical duties for jobs in this classification. Actual tasks may differ depending on the department's needs. Other similar duties may be assigned with discretion of the supervisor. Not every duty will apply to every position, and the amount of time spent on each task can change based on department needs.

## SUPERVISORY RESPONSIBILITIES

|                            |                                                                           |
|----------------------------|---------------------------------------------------------------------------|
| Supervisory Responsibility | May supervise employees but supervision is not the main focus of the job. |
|----------------------------|---------------------------------------------------------------------------|

## MINIMUM QUALIFICATIONS

To be eligible, an individual must meet all minimum requirements which are representative of the knowledge, skills, and abilities typically expected to be successful in the role. For education and experience, minimum requirements are listed on the top row below. If substitutions are available, they will be listed on subsequent rows and may only be utilized when the candidate does not meet the minimum requirements.

## MINIMUM EDUCATION & EXPERIENCE

| Education Level                                | Focus of Education                                                                                                        |     | Years of Experience | Focus of Experience                                                                                                                          |     |
|------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------|-----|---------------------|----------------------------------------------------------------------------------------------------------------------------------------------|-----|
| Some college; vocational or Associate's Degree | in business management, communications, marketing or related field.                                                       | and | 5 years of          | retail experience in a specialty retail store, 3 of which must include experience in store management or leadership and/or merchandise buyer | And |
| Bachelor's Degree                              | in a business-related field, programming, or information technology may be substituted for one year of retail experience. | and |                     | Must have a proven track record of exemplary customer service.                                                                               |     |

## MINIMUM KNOWLEDGE, SKILLS, & ABILITIES

|                                                            |     |
|------------------------------------------------------------|-----|
| Must know retail buying and sales concepts and procedures. | And |
| Must have visual merchandising skills.                     | And |
| Must have cash handling knowledge.                         | And |
| Must be proficient in Excel and Word.                      | And |
| Basic to above average math skills.                        | And |

## MINIMUM LICENSES & CERTIFICATIONS

| Licenses/Certifications | Licenses/Certification Details                                                             | Time Frame | Required/Desired |  |
|-------------------------|--------------------------------------------------------------------------------------------|------------|------------------|--|
|                         | Apple certified sales training must be completed during the first two weeks of employment. | Upon Hire  | Required         |  |

## REQUIRED PRE-EMPLOYMENT/ONGOING SCREENINGS

Financial History Check

## PHYSICAL DEMANDS & WORKING CONDITIONS

Physical Demands Category: Other

## PHYSICAL DEMANDS

| Physical Demand               | Never | Rarely | Occasionally | Frequently | Constantly | Weight |
|-------------------------------|-------|--------|--------------|------------|------------|--------|
| Standing                      |       |        |              | X          |            |        |
| Walking                       |       |        |              | X          |            |        |
| Sitting                       |       |        |              | X          |            |        |
| Lifting                       | X     |        |              |            |            |        |
| Climbing                      |       |        | X            |            |            |        |
| Stooping/ Kneeling/ Crouching |       |        | X            |            |            |        |

PHYSICAL DEMANDS

| Physical Demand            | Never | Rarely | Occasionally | Frequently | Constantly | Weight |
|----------------------------|-------|--------|--------------|------------|------------|--------|
| Reaching                   |       |        |              | X          |            |        |
| Talking                    |       |        |              |            | X          |        |
| Hearing                    |       |        |              |            | X          |        |
| Repetitive Motions         |       |        |              |            | X          |        |
| Eye/Hand/Foot Coordination |       |        |              |            | X          |        |

WORKING ENVIRONMENT

| Working Condition      | Never | Rarely | Occasionally | Frequently | Constantly |
|------------------------|-------|--------|--------------|------------|------------|
| Extreme cold           |       |        | X            |            |            |
| Extreme heat           |       |        | X            |            |            |
| Humidity               |       |        | X            |            |            |
| Wet                    |       |        | X            |            |            |
| Noise                  |       |        | X            |            |            |
| Hazards                |       |        | X            |            |            |
| Temperature Change     |       |        | X            |            |            |
| Atmospheric Conditions |       |        | X            |            |            |
| Vibration              |       |        | X            |            |            |

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