



JOB INFORMATION

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| Job Code | EF12A |
| Job Description Title | Coord I, Bookstore Trainer |
| Pay Grade | SL04 |
| Range Minimum | \$33,710 |
| 33rd % | \$38,210 |
| Range Midpoint | \$40,450 |
| 67th % | \$42,700 |
| Range Maximum | \$47,200 |
| Exemption Status | Non-Exempt |
| Approved Date: | 7/28/2021 10:48:12 AM |
| Legacy Date Last Edited | 6/22/2016 |

JOB FAMILY AND FUNCTION

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

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.

RESPONSIBILITIES

- 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.
- Conducts training programs for all onboarding staff to ensure a consistent and well-trained workforce. Performs initial and ongoing training for effective sales skills, customer service, and operating procedures for both POS and back-office systems of all departments.
- Administers and ensures the completion of both the initial and annual PCI training requirements of the University and the Bookstore. Maintains training records and files.
- Continuously identifies training gaps of individual employees and coaches to meet expectations. Creates, offers and presents refresher training workshops on multiple topics throughout the year.
- 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.
- Assists with interviewing/screening/selection of full-time employees; processes required departmental new hire paperwork.
- Coordinates the annual and bi-annual performance evaluation process and processes EPAF's for resulting merit increases for student employees. Coordinates the assessment process and maintains records of the student employees.
- Assists in writing and compiling individual department operating procedures.

SUPERVISORY RESPONSIBILITIES

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| Supervisory Responsibility | May be responsible for training, assisting or assigning tasks to others. May provide input to performance reviews of other employees. |
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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 | |
|-------------------|---|-----|---------------------|--|--|
| Bachelor's Degree | Bachelor's degree no Specific Discipline. | And | 2 years of | Experience in a retail sales operations or customer service. | |

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| Substitutions Allowed for Experience | Yes |
| Substitution 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 KNOWLEDGE, SKILLS, & ABILITIES

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|--|--|
| Knowledge of retail operations and training methods. | |
|--|--|

MINIMUM LICENSES & CERTIFICATIONS

| Licenses/Certifications | Licenses/Certification Details | Time Frame | Required/ Desired | |
|-------------------------|--------------------------------|------------|-------------------|--|
| None Required. | | | | |

PHYSICAL DEMANDS & WORKING CONDITIONS

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|----------------------------|-------|
| 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 | | | |
| 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 | | |

WORKING ENVIRONMENT

| Working Condition | Never | Rarely | Occasionally | Frequently | Constantly |
|------------------------|-------|--------|--------------|------------|------------|
| Noise | | | X | | |
| Hazards | | | X | | |
| Temperature Change | | | X | | |
| Atmospheric Conditions | | | X | | |
| Vibration | | | X | | |

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