

I. DESCRIPTION OF WORK

Positions in this banded class perform a range of semi-skilled to skilled services to support the operations of an agency or university. Duties may include displaying merchandise, making sales to customers, and taking inventory of stock; processing cash/debit/credit payments sale of goods or billed services such as utilities (lights, water, telephone); receiving, storing, issuing and care of stockroom/warehouse supplies and data processing; or processing mail. These positions may be found in operations such as cafeteria, snack bar, bookstore, supply store, stockroom, warehouse, vending services, surplus property services, mail service, cashier's office, purchasing office and/or ticket office.

II. ROLE DESCRIPTIONS BY COMPETENCY LEVEL

Contributing	Journey	Advanced
Positions at this level display, sell, merchandise, process cash/debit/credit payments for sale of goods, stock inventory, and maintain files of requisitions. Positions may drive vehicles and/or operate other equipment.	Positions at this level prepare requisitions, order and sell merchandise, maintain detailed inventory records and participate in receiving, delivering, storing, issuing and care of stockroom /warehouse supplies. Positions may perform more skilled processes/ procedures (e.g. mail meters). Positions at this level may serve as a technical resource and may train other employees.	Positions at this level plan and manage daily activities/operations. Positions verify accuracy of cash records and/or oversee receiving and distributing processes and procedures. Positions may serve as lead worker.

III. COMPETENCIES

Competency	Definition
Customer Service	Knowledge of principles and processes for providing customer service, including customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
Mathematics	Knowledge of business arithmetic and the ability to add, subtract, multiply, and divide quickly and correctly.
Communication-Oral	Ability to convey information orally to individuals or groups to ensure that they understand the message. Ability to listen and respond appropriately to information from others.
Sales and Promotions	Knowledge of principles and methods for showing, promoting, and selling products or services. This includes promoting strategy and tactics, product demonstration, sales techniques, and sales control systems.
Program Knowledge/Records Administration	Knowledge of and ability to maintain accurate records of merchandise received, inventoried and sold. Knowledge of and ability to maintain, verify, and coordinate cash accounting records from a variety of sources.
Managing Work and Performance	Ability to assign work and to establish work rules and acceptable levels of quality and quantity of work. Ability to review work, evaluate performance of others, and develop individuals' competencies.

Note: Not all competencies apply to every position/employee; evaluate only those that apply. Competency statements are progressive.

IV. COMPETENCY STATEMENTS BY LEVEL**Customer Service**

Knowledge of principles and processes for providing customer service, including customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Contributing	Journey	Advanced
<p>General knowledge of product and resources. Ability to respond to customer needs. Ability to follow customer services guidelines and demonstrates prompt and courteous services.</p> <p>Ability to maintain relationship with community, faculty, staff, students and/or vendors.</p>	<p>Ability to anticipate, identify and understand customer's service needs. Ability to maintain good rapport with customers while assisting them with obtaining products. Ability to check with customers and/or vendors to ensure products meet needs.</p> <p>Ability to establish and maintain good relationships with community, faculty, staff, students, and /or vendors. Ability to contact vendors or clients to provide or obtain information.</p>	<p>Ability to inform customers of services available. Ability to respond to inquiries orally or by personal contact and written correspondence. Ability to assist customers and/or vendors to ensure delivery of quality product. Ability to provide input in establishing customer service standards.</p> <p>Ability to establish and maintain strong relationships with community, faculty, staff, students, and/or vendors. Ability to resolve customer and/or vendor problems.</p>

Mathematics

Knowledge of business arithmetic and the ability to add, subtract, multiply, and divide quickly and correctly.

Contributing	Journey	Advanced
<p>Basic knowledge of adding, subtracting, multiplying, and dividing. Basic knowledge in receiving and disbursing cash and inventory/merchandise. Ability to maintain, verify, and coordinate related records and disbursements.</p> <p>Ability to notify supervisor of errors or problems.</p>	<p>Working knowledge of adding, subtracting, multiplying, and dividing. Working knowledge in receiving and disbursing cash and inventory/merchandise. Ability to maintain, verify, and coordinate related records from a variety of sources.</p> <p>Ability to notify supervisor of errors or problems with processes and procedures.</p>	<p>Full knowledge of adding, subtracting, multiplying, and dividing. Full knowledge in receiving and disbursing cash and inventory/merchandise.</p> <p>Ability to resolve standard problems and consult with or make recommendations to supervisor for resolution of non-standard errors or problems.</p>

Definitions:

Basic knowledge - The span of knowledge minimally necessary to complete defined assignments.

Working knowledge - The span of knowledge necessary to independently complete defined assignments to produce an effort or activity directed toward the production or accomplishment of the research objective.

Full knowledge - The broad scope of knowledge demonstrated on the job that is beyond journey competencies

Communication - Oral

Ability to convey information orally to individuals or groups to ensure that they understand the message. Ability to listen and respond appropriately to information from others.

Contributing	Journey	Advanced
<p>Ability to listen to instructions and ask necessary questions to complete tasks. Ability to communicate with fellow workers in a manner that allows work to be completed.</p>	<p>Ability to understand and respond to standard questions. Ability to identify non-standard questions and determine the appropriate resource to consult/respond.</p>	<p>Ability to lead by example in overcoming communication problems in the work area. Knowledge of the chain of communication, who to contact and when. Ability to communicate sufficient information to keep the supervisor informed.</p>

Sales and Promotions

Knowledge of principles and methods for showing, promoting, and selling products or services. This includes promoting strategy and tactics, product demonstration, sales techniques, and sales control systems

Contributing	Journey	Advanced
<p>Basic knowledge of sources of supply, market factors, products, and commodities being purchased.</p> <p>Ability to assist with transaction of selling and caring for merchandise.</p>	<p>Working knowledge of sources of supply, market factors, products, and commodities being purchased.</p> <p>Ability to manage the transaction of purchasing, selling, and issuing products.</p> <p>Ability to promote products or services. May require the ability to develop advertising and promotional plans.</p>	<p>Full knowledge of sources of supply, market factors, products, and commodities being purchased.</p> <p>Ability to develop advertising and promotional plans.</p>

Program Knowledge/Records Administration

Knowledge of and ability to maintain accurate records of merchandise received, inventoried and sold. Knowledge of and ability to maintain, verify, and coordinate cash accounting records from a variety of sources.

Contributing	Journey	Advanced
<p>Ability to perform a limited variety of recurring tasks and functions related to assigned processes and procedures.</p> <p>Ability to use established filing and data systems. Ability to assist in the preparation of requisitions and purchase orders. Ability to review information for completeness and accuracy.</p>	<p>Ability to perform a variety of recurring tasks and functions related to assigned processes and procedures.</p> <p>Ability to manage and verify files, records, and inventory. Ability to compile and organize information from different sources to develop reports and data.</p> <p>Ability to serve as resource to others.</p>	<p>Ability to perform a variety of broad functions within assigned area. Ability to apply a complete understanding of the information in order to extrapolate key data elements.</p> <p>Ability to utilize, reconcile and manipulate information for management reports.</p> <p>May require the ability to serve as lead worker.</p>

Managing Work and Performance

Ability to assign work and to establish work rules and acceptable levels of quality and quantity of work. Ability to review work, evaluate performance of others, and develop individuals' competencies.

Contributing	Journey	Advanced
<p>N/A</p>	<p>May require the ability to oversee, plan, and assign work and ensure that policies and procedures are communicated. Ability to provide support and assistance as needed.</p>	<p>May require the ability to plan and assign work, review performance, and provide suggestions and give instructions for improving work. Ability to oversee and train other staff.</p>

V. MINIMUM TRAINING & EXPERIENCE

High school diploma or equivalency.

Note: This is a generalized representation of positions in this class and is not intended to identify essential work functions per ADA. Examples of competencies are primarily those of the majority of positions in this class, but may not be applicable to all positions.