Job Title: Merchandise Coordinator

Department: Business Services

Supervisor or Manager: Campus Store Manager

Date Created: 07/06/2005     Last Revised: 11/09/2011     FLSA Status: E

Our Mission: It is the mission of Saint Michael’s College to contribute through higher education to the enhancement of the human person and to the advancement of human culture in the light of the Catholic faith.

Major Objectives:
• Purchasing, receiving and product placement of all soft goods, novelty items and supplies for the Campus Store are coordinated to stay within the Annual Budget
• Daily Campus Store operations are performed and employees are supervised
• Display and merchandising for the Campus Store are carried out successfully

Essential Duties and Responsibilities:
• Selects, purchases and displays all soft goods, novelty items and supplies for the Campus Store
• Performs opening and closing procedures as well as all cash register procedures, including manager functions, for Campus Store as needed
• Completes accurate daily deposit reports and tracking of yearly sales figures
• Processes payment for all general merchandise in accounts payable
• Some supervisory responsibility for the front end staff and temporary workers
• Schedules work study students each semester
• Trains Customer Service Representative(s), all work study students and temporary personnel
• Oversees and performs all Point-of-Sale system upgrades and training as needed
• Maintains merchandise inventory controls on the general merchandise system
• Provides accurate inventory controls on merchandise
• Assists other departments with purchasing merchandise
• Maintains and develops Campus Store website

Secondary Responsibilities:
• Coordinates staffing and organization of Campus Store for “Book Rush” and “Book Buyback” twice a year
• Processes electronic, phone and mail orders
• Assumes the responsibilities of the Campus Store Manager in their absence, assuring the Campus Store operates smoothly and according to established procedures
• Assists in textbook area customer service during peak times as needed
• Attends Campus Store trade shows representing Saint Michael’s College

Positions Supervised:
• Not a management position, but has supervisory responsibility for work study Students and temporary workers

Major Contacts:
• Students
• Parents
• Alumni
• SMC Employees
• Sales representatives/vendors
Demonstrates Excellence:
- Exhibits superior customer service skills that go above and beyond expectations
- Handles oneself professionally at all times and uses excellent communication skills
- Makes appealing gift, clothing and supply purchases for a broad customer base within market trends and price points
- Keeps within the annual budget and generates a 30 to 40% gross margin for the College
- Motivates and consistently sets a positive example for Campus Store employees

Education and Work Experience:
- Bachelor’s degree or equivalent combination of education and experience in Business/Merchandising/Marketing
- Minimum two years retail/buying experience

Analytic Skills:
- The ability to recognize several likely causes of events, analyze relationships among several parts of a problem or situation, and then formulate a multi-step response

Language and Literacy Skills:
- Reads and interprets documents such as operating instructions, procedure manuals, and College policies to guide own behavior. May need to spend substantial time on the telephone or in meetings to gather necessary information and plan projects. May need to respond to questions and solve problems for people using communications skills. Has the demonstrated ability to prepare or revise written reports or other documents

Computer/Technology Skills:

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Other:
- Point-of-Sale System
- Text & general merchandise System
- Website development & maintenance

Licenses, Certifications and Other Requirements:
- None required

Physical Demands:
Work is often performed in a typical non-office environment requiring:
- Standing and/or walking for extended periods of time
- Reaching by extending hand(s) or arm(s) in any direction
- Dexterity sufficient to manipulate objects with fingers, for example operating a computer keyboard
- Basic agility for lifting and maneuvering large amounts of weight
- Communication skills using the written and/or spoken word
- Vision sufficient to see objects within normal parameters, peripherally and at a distance
- A great deal of physical effort, often required to balance, stoop, kneel, crouch or crawl
- Some degree of exposure to physical risk

While performing the duties of Merchandise Coordinator, the employee is occasionally required to lift and/or move 51-100 pounds.
Saint Michael’s College
Job Description
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The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with a disability to perform the essential functions

**Additional Requirements for the Job:**
- Available to work extended or weekend hours for special events
- Occasional travel to trade shows and conferences as needed

The above job description in no way states or implies that these duties are the only duties performed by this employee. The incumbent is expected to perform other related duties necessary for the effective operation of the College.