



JOB INFORMATION

Job Code:	143011
Job Title:	Retail Associate
FLSA Status:	Non-Exempt
Supervisory:	May oversee student, temporary and/or casual workers.; Trains new employees and allocates and monitors work of others.
Job Family:	Retail
Job Family Group:	Auxiliary Services 1
Management Level:	7 Individual Contributor

JOB SUMMARY

Provides courteous, knowledgeable assistance to customers; performs cashiering, stocking and other duties to promote efficient functioning of department. Resolves difficult customer problems. Supervises student workers and/or Retail Associate Trainees.

JOB QUALIFICATIONS:

Education

Req	Pref	Degree	Field of Study
X		High school or equivalent	

Additional Education

Check here if experience may substitute for some of the above education.

Combined experience/education as substitute for minimum education

Work Experience

Req	Pref	Work Experience	Experience Level
X		<1 year	

Additional Work Experience

Check here if education may substitute for some of the above work experience.

Combined experience/education as substitute for minimum work experience

Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Retail Sales
	X	USC Retail Associate Trainee experience.

Other Job Factors

JOB ACCOUNTABILITIES

	<i>% Time</i>	<i>Essential</i>	<i>Marginal</i>	<i>N/A</i>
Provides customer service to students, faculty, staff and external customers. Meets customer needs, offers options, resolves problems and follows up with customers. Ensures full customer satisfaction without unnecessarily referring customer to other staff members. Maintains friendly, helpful demeanor.				
Provides professional, knowledgeable, courteous customer service. Assists customers in locating merchandise, takes special orders, answers questions, performs gift wrapping and/or other special services, communicates policies on returns and exchanges. Monitors for shoplifting. Resolves customer complaints and processes merchandise returns, refunds or exchanges.				
Performs all cashiering functions in accordance with department and university cash handling policies and procedures. Checks price tags for alterations. Protects department against monetary losses by requiring appropriate identification for check cashing. Uses appropriate verification procedures for credit card purchases.				
Keeps sales floor neat, clean and fully-stocked. Shelves new stock, informs buyers of fast- and slow-selling stock, maintains thorough knowledge of inventory. Ensures merchandise is attractively displayed. Maintains cashiering desk/areas in a clean, organized fashion. Keeps cashiering area well-stocked with necessary supplies, such as shopping bags, credit card drafts, etc.				
Assists with answering incoming calls and directing them to the appropriate person or department.				
Makes tags for damaged merchandise, delivers daily to designated area. Returns misplaced merchandise to correct department daily.				
Complies with all university and department policies and procedures.				
In the absence of department manager, supervises student workers and/or Retail Associate Trainees. Assists department manager in training new staff.				
Performs other related duties as assigned or requested. The university reserves the right to add or change duties at any time.				

Other Requirements

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	In the event of an emergency, the employee holding this position is required to "report to duty" in accordance with the university's Emergency Operations Plan and/or the employee's department's emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.		A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects a person who is under the age of 18 years, elderly, or a dependent adult has been the victim of abuse or neglect must report the suspected incident. The reporter must contact a designated agency immediately or as soon as practically possible by telephone or in writing within 36 hours. By virtue of the associated job duties, this position qualifies as a mandated reporter as required by state law and USC's policy at: https://policy.usc.edu/mandated-reporters/
<i>Campus Security Authority (CSA)</i>			<i>Essential:</i>
By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC's policy at: https://dps.usc.edu/alerts/clery/			No

ACKNOWLEDGMENTS

The above statements reflect the essential and non-essential functions as necessary to describe the principle contents of the job. They are not intended to be a complete statement of all work requirements or duties that may be required of the position. I understand that I may be asked to perform other duties as assigned. USC reserves the right to add or change duties at any time.

The University of Southern California is an Equal Opportunity Employer. USC prohibits discrimination on any basis protected under federal, state, or local law, regulation, or ordinance or university policies. All employment decisions are based on individual qualifications and business need.

I acknowledge receipt of this job description and its associated physical requirements. I have read and understand the job description and job requirements and agree to abide by their contents. I realize that duties may be requested of me that are not specifically stated herein. I understand that I will be expected to adjust to potential fluctuations in work volume. I

understand that, if I have any questions about the essential functions or expectations of my position, my supervisor and/or HR partner are available to discuss them with me.

Print Employee Name

Signature

Date

Print Manager Name

Signature

Date

This job description describes the general nature and level of work required by the position. It is not intended to be an all-inclusive list of qualifications, skills, duties, responsibilities or working conditions of the job. The job description is subject to change with or without notice, and Management reserves the right to add, modify or remove any qualification or duty. Nothing in this job description changes the existing at-will employment relationship between the university and the employee occupying the position.