



Auxiliary Services Job Family: **Sales Assistant Progression**

These generic job title summaries are intended to indicate the kinds of tasks and levels of work complexity that will be required of positions classified to any of these titles and are not intended to be construed as declaring the specific duties and responsibilities of any particular position. The use of particular expressions or illustrations describing functions within a specific job title does not exclude other duties of a similar kind and/or level of complexity. Positions are classified to a particular job title based upon the predominant level of expected work complexity.

GENERIC JOB PROFILE SUMMARIES

Sales Assistant II INDIVIDUAL CONTRIBUTOR	Sales Assistant III INDIVIDUAL CONTRIBUTOR	Sales Assistant IV INDIVIDUAL CONTRIBUTOR
Operate computerized cash register; handling various tenders, returns and issue credits.	Operate computerized cash register; handling various tenders, returns and issue credits; process and respond to customer orders, special requests and inquiries via email and phone.	May, during rush periods, operate computerized cash register; handling various tenders, returns and issue credits; process and respond to customer orders, special requests and inquiries via email and phone.
Monitor and maintain stock levels of merchandise at counters and display tables; keep merchandise orderly and neat in appearance.	May receive and count incoming stock; update computerized inventory log; request merchandise from warehouse using integrated computerized ordering system; process follow-up orders.	Monitor maintenance of merchandise stock levels; request merchandise from inventory; ensures accuracy of inventory and sales floor merchandise such as product pricing, shelf tags and product signage.
	Maintain up-to-date knowledge of products and services; identify low stock area and advise merchandise needs.	Proactively restock and maintain low stock areas.
Solve routine problems; maintain understanding of store policies and procedures and provide specific information to customers pertaining to products and services.	Assist customers; attempt to resolve customer/client problems and complaints referring dissatisfied customers to supervisor.	Assist dissatisfied customers; solve customer/client problems and complaints; research circumstances of problem; provide customer/client inquiries on status, sales policies, discounts, etc.
Assist in the training and guidance to student and temporary employees.	Provide on-the-job training and guidance to student and temporary employees.	Train staff, students, and temporary employees; coordinate daily activity/assignments of sales assistants and assign functional workflow.
Assist in annual inventory procedures.	Perform annual, cyclical and ad hoc inventory procedures as required.	Perform annual, cyclical and ad hoc inventory procedures and coordinate all activity in the inventory database.

Sales Assistant II INDIVIDUAL CONTRIBUTOR	Sales Assistant III INDIVIDUAL CONTRIBUTOR	Sales Assistant IV INDIVIDUAL CONTRIBUTOR
	Set-up merchandise and promotional display on sales floor.	Establish visual and promotional displays; timely seasonal exhibits and floor plans in accordance with promotional time table and visual merchandising standards.
May process and assist customers with mailing supplies and services; rate classes of mail; provide proper handling of mail according to U.S. Postal regulations.		

JOB FACTOR PROFILE TABLE

FACTOR PROFILE	10832 SALES ASSISTANT II, BAND B	10833 SALES ASSISTANT III, BAND C	10834 SALES ASSISTANT IV, BAND D
MINIMUM EDUCATION AND EXPERIENCE EQUIVALENCY	High school diploma or equivalent; up to 2 years of experience or equivalent.	High school diploma or equivalent; 2 years to 4 years of experience or equivalent.	High school diploma or equivalent; 4 years to 6 years of experience or equivalent.
IMPACT	Affects immediate department	Affects immediate department	Extends beyond department
CONTACTS - INSIDE	Assist others Cooperation of task completion Handle confidential information	Assist others Cooperation of task completion Handle confidential information	Coordinate activities Contribute to group projects.
CONTACTS - OUTSIDE	Straightforward business Provide factual information Handle confidential information	Conduct somewhat complex business activities Obtain involved information Provide detailed response	Conduct somewhat complex business activities Obtain involved information Provide detailed response
CONTACTS - STUDENTS	Deal with confidential information such as grades, financial records, etc.	Deal with confidential information such as grades, financial records, etc.	Deal with confidential information such as grades, financial records, etc.

FACTOR PROFILE	10832 SALES ASSISTANT II, BAND B	10833 SALES ASSISTANT III, BAND C	10834 SALES ASSISTANT IV, BAND D
SUPERVISION	On-the-job training of students and temporary workers	On-the-job training of students and temporary workers	Assigns and reviews work
COMPLEXITY	Tasks relate to one specific area of work	Focus on an entire field	Focus on an entire field and related tasks
LEVEL OF DECISION MAKING	Responsible for making some decisions which require consideration of various criteria	Responsible for making some decisions which require consideration of various criteria	Responsible for making some decisions which require consideration of various criteria
FREEDOM OF ACTION	Very general supervision Resolve most questions Accomplish most tasks alone Keep the supervisor informed of progress	Very general supervision Resolve most questions Accomplish most tasks alone Keep the supervisor informed of progress	Very general supervision Resolve most questions Accomplish most tasks alone Keep the supervisor informed of progress
SUPPORT SKILLS – WRITING	Limited responsibility, OR is position's area of work	Provide standard responses to inquiries.	Provide standard responses to inquiries.
SUPPORT SKILLS – COMPUTER	Limited responsibility, OR is position's area of work	Use business or technical programs for data input or word processing to create documents or reports.	Use a variety of business or technical programs to complete information management or production tasks.
WORKING CONDITIONS - PHYSICAL	Lift 20 to 50 lbs.	Lift 20 to 50 lbs.	Lift 20 to 50 lbs.

FACTOR PROFILE	10832 SALES ASSISTANT II, BAND B	10833 SALES ASSISTANT III, BAND C	10834 SALES ASSISTANT IV, BAND D
WORKING CONDITIONS - VISUAL	Normal concentration and visual attention	Close concentration and visual attention	Close concentration and visual attention
WORKING CONDITIONS - HAZARD	Limited exposure	Limited exposure	Limited exposure