

**STUDENT LABOR POSITION DESCRIPTION**  
**Boone Tavern Gift Shop/Log House Craft Gallery**  
Most Recently Updated 03/11/99

Position Title: Student Manager  
Must work 15 hrs/wk.

**I. Grade Level: 5**

**II. Description:**

**A.** The following are the essential duties for a Student Manager in the Boone Tavern Gift Shop/Log House Craft Gallery:

1. Greet incoming public and answer questions about products sold.
2. Handle cash sales.
3. Assist with display set-up and stocking.
4. Assist with inventory and supply.
5. Perform custodial work to help maintain a very neat and clean environment.
6. Acquire more thorough knowledge of Berea, Berea College and Craft Program.
7. Give tours of Student Craft Program departments.
8. Work with all phases of the shop sales operation to ensure that bookkeeping is properly done, accounts are balanced, inventories are at proper levels, and the general operation is well-managed.
9. Learn about and assume responsibility for purchasing accounts (College accounts and accounts with craftspeople outside the College).
10. Train and supervise approximately 15 other student employees at Grades 1-3; assign tasks to be done, delegate and track work done by other student employees.
11. Take an even more active role in all aspects of the overall running of the shop.
12. Set a good example for other student workers.
13. Assume responsibility for full operation of shop, especially in the absence of Manager and Coordinator, and make decisions independently of Coordinator and Manager which involve negotiating and problem solving.
14. Assume responsibility for solving any special problems that may arise in the shop.
15. Keep manager and coordinator informed of issues concerning running the shop and concerning student workers.
16. Handle customer complaints and carry through to resolve them so that complaint becomes a compliment and customer feels well taken care of and positively toward College Crafts and College.
17. Be creative in displays and purchasing, keeping aware of sales trends through familiarity with crafts, reading, and other means.
18. Be willing to work during some of the breaks as needed.
19. Perform other job-related duties as assigned.

**B.** The following are *possible additional* duties for this position:

1. Attend retail and wholesale crafts shows.

### **III Learning Opportunities:**

- A.** Develop the attributes appropriate to Grade 5 positions: an understanding of departmental management taking responsibility for the effectiveness of others; an awareness of departmental and institutional relationships; teaching and instruction techniques; communication and interpersonal skills; and evaluation of workers and procedures.
- B.** Learn what it is to be a manager of a retail shop.

### **III. Learning Opportunities (cont.):**

- C.** Take very high level of responsibility.
- D.** Learn to see and sense high function of shop and make it happen.
- E.** Train, motivate, and supervise other students.
- F.** How to take charge of unpleasant situations and turn them around.
- G.** Dos and don'ts of supervising others and internal politics of workplace.
- H.** Leading by example.
- I.** Merchandising, stocking items--how these affect sales.
- J.** Basic but solid accounting.
- K.** Thorough knowledge of Berea and Crafts program, including history of them.
- L.** Articulating connection between your job and big picture of Berea College.

### **IV. Basic Qualifications:**

- A.** General: Neat in appearance, proven dependability, courteous, punctual. Ability to keep confidential information, for example credit card information, confidential. Willingness to assume increasing amounts of responsibility. Ability to learn detailed information, attentiveness to detail. High degree of individual initiative and leadership ability; experience as a Senior Sales Associate in the shop; ability to communicate effectively with workers and customers; willingness to assume significant management responsibility.
- B.** Skill: Computer and bookkeeping skills, overall knowledge of all crafts sold.
- C.** Physical: Normal health.
- D.** Academic: Good academic standing.

### **V. Desirable Qualifications:**

- A.** Prior retail experience, cash register experience, customer service experience.
- B.** Satisfactory completion of business courses.

### **VI. Narrative Summary:**

Student greeted customers, answered product-related questions, handled cash sales, maintained confidential customer information, helped create displays, ensured inventory and supplying were done correctly, and helped to keep office clean and neat. Student ensured that bookkeeping and shop administration were correctly done. Student assisted with managing purchasing accounts, and generally took an active role in running the shop. Student gave tours of crafts program departments. Student trained and supervised 15 student employees, helped run the shop, and liaison between full-time staff and students, delegating and tracking their work. Student made independent management decisions, which involved troubleshooting, negotiating and problem solving among customers and employees. Student researched crafts and craft marketing, remaining abreast of current trends, and positioning the shop creatively in displays and purchasing.