

approved

STUDENT LABOR POSITION DESCRIPTION
Boone Tavern Gift Shop/Log House Craft Gallery

Most Recently Updated 03/11/99

Position Title: Student Senior Sales Associate
Must work 10 hrs/wk.

I. Grade Level: 3

II. Description:

- A.** The following are the essential duties for a Senior Sales Associate 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. Learn more about and assume responsibility for clerical and accounting duties related to the operation of the shop, including bookkeeping involved in maintaining the sales operation (cash sales records, bank deposits, daily sales totals, purchasing accounts, etc.).
 9. Learn about and assume responsibility for purchasing accounts (College accounts and accounts with craftspeople outside the College).
 10. Help train Grade 1 and Grade 2 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. Work with much decreased supervision from Manager and Coordinator.
 14. 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 3 positions: an understanding of the importance of initiative; awareness of job-related needs; ability to identify problems; analytical ability; problem-solving ability; and an understanding of the role of standards and leaders.
- B.** Purchasing crafts.
- C.** Gain better understanding of running retail craft shops.
- D.** Perfecting interpersonal skills, customer service skills, and understanding importance of walk-in, mail, and phone-in customers to the shop as a whole.
- E.** If attending crafts shows, learn how to make a mini-shop environment in 10'x 10' or 10' x 15' area, creating displays in limited environment. Gain knowledge of a different part of the United States. If wholesale show, learn to answer detailed questions quickly and accurately. Be able to represent BC Crafts in extremely professional manner.
- F.** Tourguiding.

- G. Understanding of Student Crafts program.
- H. All aspects of inventorying.
- I. Understanding of what makes a good display.
- J. Marketing techniques through display creation and other sales.
- K. Learning to train others.
- L. More about bookkeeping, sales, and purchasing.

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.
- B. Skill: Some knowledge of how to handle money; skill with computers; even more extensive knowledge of student and outside crafts.
- C. Physical: Normal health.
- D. Academic: Good academic standing.

V. Desirable Qualifications:

- A. Prior retail experience, cash register experience, customer service experience.

VI. Narrative Summary:

Student greeted customers, answered product-related questions, handled cash sales, maintained confidential customer information, helped create displays, took responsibility for inventory and supplying, and helped to keep office clean and neat. Student gave clerical and bookkeeping support to running the gift shop, and learned and used basic sales bookkeeping. Student assisted with managing purchasing accounts, and generally took a more active role in running the shop. Student also learned in more depth about College and College crafts program, and gave tours of crafts program departments. Student helped to train junior employees, and began to take on shop running.