

approved

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

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

I. Grade Level: 4

II. Description:

A. The following are the essential duties for an Assistant 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 student employees at Grades 1-3.
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 shop in the absence of Manager or Coordinator.
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 willing to work during some of the holidays or Spring Break.
18. 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 4 positions: an understanding of relations between individuals, institutions, and processes; comprehension of job-related values,

realities, and goals; a commitment to service; and the ability to articulate and interpret observations, experiences, and understanding.

- 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.** Handling customer complaints appropriately.

III. Learning Opportunities (cont.):

- F.** 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.
- G.** Tourguiding.
- H.** Understanding of Student Crafts program.
- I.** All aspects of inventorying.
- J.** Understanding of what makes a good display.
- K.** Marketing techniques through display creation and other sales.
- L.** Supervision and training skills.
- M.** Management and shop administration.
- N.** 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. 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.

6 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 helped to train junior employees, helped to run the shop, and liaison between full-time staff and student workers, including providing troubleshooting in that area and with customer complaints.