

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

Most Recently Updated 03/11/99

Position Title: Senior Student Manager
Must work 15-20 hrs/wk.

I. Grade Level: 6

II. Description:

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

1. Train/supervise other students working in Boone Tavern Gift Shop.
2. Handle customer relations: make adjustments to improve customer service; take special requests; handle complaints; follow up correspondence; inform staff of local activities.
3. Assist with purchasing, ensuring products and supplies sufficient.
4. Assist with cleanliness of shop: check daily for areas in need, follow through, assign special duties and projects to other workers.
5. Assist with accounting for all transactions.
6. Follow up with problems with Manager.
7. Handle yearly inventory.
8. Promote Berea College.
9. Promote a professional relationship between the Gift Shop and other College departments.
10. Promote and maintain goodwill among student employees; motivate them as salespeople.
11. Maintain attractive displays.
12. Observe sales trends, and respond to them creatively with displays and purchasing.
13. Perform other job-related duties as assigned.

B. The following are *possible additional* duties for this position:
None beyond those described as essential above.

III. Learning Opportunities:

- A.** Develop the attributes appropriate to Grade 6 positions: an understanding of leadership in community context; development of responsible autonomy; ability to transmit values and interpretations to others; confidence of self-knowledge and value commitments; living the values Berea's commitments.
- B.** Learn what it is to be a manager of a retail shop.
- 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. Merchandising, stocking items--how these affect sales.
- I. Basic but solid accounting.
- J. Thorough knowledge of Berea and Crafts program, including history of them.
- K. Articulating connection between your job and big picture of Berea College.
- L. Be willing to work during all of the breaks if needed

IV. Basic Qualifications:

- A. General: Neat in appearance, proven dependability, courteous, punctual, professional manner. 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 proven leadership qualities; experience as a Senior Sales Associate in the shop; ability to communicate effectively with workers and customers; willingness to assume significant management responsibility. Prior experience with Boone Tavern Gift Shop and ability to work with peers.
- B. Skill: Computer and bookkeeping skills, thorough knowledge of Gift Shop and Student Crafts program; proven management ability; all crafts sold.
- C. Physical: Normal health.
- D. Academic: Good academic standing; junior class standing

V. Desirable Qualifications:

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

VI. Narrative Summary:

Student trained and supervised fellow student workers in Gift Shop; promoted goodwill among student employees and motivated them, problem solving personnel issues with Manager. Student supervised and helped maintain shop cleanliness. Student handled relations and complaints with walk-in and mail customers. Student handled Shop accounting, restocking/supply, purchasing, and yearly inventory; maintained attractive displays; observed sales trends and responded to them through displays and marketing.