

DESCRIPTION: Under limited supervision, performs sales and storekeeping work in the daily operation of one or multiple canteen or store areas. Incumbents are responsible for ordering, pricing, and stocking inventory and balancing daily sales receipts. Incumbents may supervise patients, residents, inmates or members in the canteen or store area. Performs related work as assigned.

DISTINGUISHING CHARACTERISTICS: (A position is assigned to this class based on the scope and level of work performed as outlined below.)

This is the final classification level of two in the Stores Clerk class series. In addition to duties performed at the first level, positions in this class perform responsible work in the daily operations of a canteen or store area including meeting with vendors to view and sample new products, pricing items, coordinating inventory purchases and sale items with other agency departments and maintaining inventory control using data bases and sales reports.

EXAMPLES OF WORK: (A position may not be assigned all the duties listed, nor do these examples include all the duties that may be assigned.)

Meets, greets and performs check out functions for customers; provides customer assistance to members, staff, visitors and/or the general public.

Operates a cash register, point-of-sale system, credit card machine and/or other related equipment to finalize customer transactions; maintains charge accounts.

Balances daily sales reports using computer software programs and related reports; compiles charge accounts and daily sales receipts; records and maintains daily sales receipt records and verifies expenditures.

Prepares monthly sales reports including summary of sales, mail orders and taxes and shipping and handling charges incurred.

Deposits money, invoices and receipt/expenditure records with the Accounting and/or Business Office.

Orders and receives vendor supplies and merchandise; prices merchandise; stocks shelves, racks, bins, refrigerators, and display cases in an orderly and visually pleasing manner.

Receives, opens and unpacks inventory orders; reconciles against purchase order to ensure correct items are received; reviews quality of inventory received; coordinates with vendor to rectify incorrect shipments and/or damaged products.

Modifies and creates new displays to effectively market and promote products/merchandise during a particular season or event.

Identifies merchandise to highlight and corresponding text to be including in the store catalog or other document.

Meets with sales representatives to view and sample new products; performs research on new products including applicability and pricing.

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Requisitions and collects disposable supplies such as cups, napkins, cash register tape, etc.

Conducts periodic inventory of supplies and merchandise and compiles inventory records; performs inventory control and monitors supply usage.

Maintains cleanliness and sanitation of the work area; performs routine housekeeping tasks as necessary; ensures machines and equipment are maintained and repaired as necessary.

Supervises and trains residents, inmates, patients or members; coordinates patient work therapy program with the appropriate staff.

Assists in developing agency/facility storage and storekeeping policies, procedures and guidelines.

Accepts customer requests and complaints and determines the appropriate course of action.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED: (These are needed to perform the work assigned.)

Knowledge of: the principles and practices of customer service; basic arithmetic; storekeeping and inventory procedures; recordkeeping and/or bookkeeping procedures.

Skill in: working with customers; marketing products to generate interest; displaying items and objects in a visually pleasing manner.

Ability to: operate a cash register; count/exchange money properly; communicate effectively with others; learn, apply and enforce agency and/or facility regulations pertaining to the canteen/store operations; judge the quality of merchandise; lead and/or oversee the work of others; maintain accurate records; bend, twist, push, pull and lift boxes and other objects.

MINIMUM QUALIFICATIONS: (Applicants will be screened for possession of these qualifications. Applicants who need accommodation in the selection process should request this in advance.)

Two years experience in customer service, marketing, visual/retail merchandising, sales, inventory or other closely related field.

SPECIAL NOTES:

State agencies are responsible to evaluate each of their positions to determine their individual overtime eligibility status as required by the Fair Labor Standards Act (FLSA).