

Job Description

Job Title:	Store Operations Co-ordinator
Department:	Print + Retail Solutions
Reports To:	Manager, Course Materials
Jobs Reporting:	Casual Staff
Salary Grade:	USG 5
Effective Date:	April 2019

Primary Purpose

The Store Operations Co-ordinator is accountable to the Manager, Course Materials – for the day-to-day supervision & training of casual staff, providing customer support and management and operation of point of sale processes, ensuring cash control procedures are followed and ensuring the accuracy and integrity of POS transactions at all Print + Retail Solutions (P+RS) operating units. This position has primary responsibility for optimizing casual staff resources through scheduling across all P+RS and acting as the primary point of contact for all casual staff inquiries.

Key Accountabilities

Effective Process Management

- Accountable for the training and application of customer service & intake standards, store standards, product & service knowledge, POS policies & procedures and standard operating procedures, relating to all P+RS operating units
- Analyzes availability and allocates staffing resources to support areas, optimizing resources efficiently. Schedules casual staff equitably according to availability, departmental needs, tier level and scheduling policy, using online scheduling software
- Ensures casual staff salary expenses do not exceed budget
- Ensures casual staff are scheduled & trained to support all P+RS operating units and events, including the arrangement of vacation & lunch coverage and last-minute coverage for illnesses or other unexpected absences.
- Strong understanding of university policies as they relate to ancillary services
- Approves and authorizes POS refunds including oversight of the returns processes during peak periods, ensuring audit requirements are met
- Ensures accuracy and integrity of all POS transactions
- Serves on the POS support team as the primary contact to troubleshoot and/or resolve POS-related issues
- Ensures additional register set up is completed accurately and on time for peak periods and events, ordering correct number of floats and ensuring each register has the necessary supplies
- Advises the buying team of any needed supplies
- Provides oversight for in-store pick up of web orders and holds
- Maintains general understanding of e-commerce website & customer database in order to support overall customer experience
- Assists with the annual year-end inventory count and related procedures

Staff Training & Development

- Responsible for the hiring, training, and development processes for casual staff, including the coordination of scheduling interviews, confirming hires, adherence to orientation and ongoing training, coaching and mentorship, and performance feedback
- Ensures casual staff have appropriate resources and understanding of the application of policies, procedures and standards, including adherence to transaction accuracy, integrity, customer service excellence and store standards checklists.
- Provides on-going training to staff year-round
- Assists with training full-time staff in the areas noted above.
- Assists in the development of all casual staff training materials and updates to store operation procedures & processes.
- Supervises approximately 6-12 casual P+RS staff daily, during regular business periods and over 30 students at the beginning of the Fall and Winter terms for three weeks
- Provides on-site training and supervision during events

Customer Service

- Commits to positive interactions with all customers, models P+RS service standards and the Basic Principles of the University of Waterloo Workplace and provides appropriate and consistent levels of assistance
- Ensures that all customer inquiries are handled in a professional, timely manner; and in cases when customers should be redirected to other staff, the incumbent will ensure that the redirection is complete and that the customer is not left without service

Collaboration, Team Management & Event Support

- Covers at other P+RS locations and at off-site/on-site events as needed.
- Seasonal support of W Print & Service Desk coverage
- Works closely with the IT team to ensure proper number of registers are set up, working properly and have the appropriate key caps & supplies
- Works closely with the P+RS Accounting department to ensure POS policies and procedures are upheld
- Provides effective communication among all teams within the department through in-depth product knowledge and strong understanding of P+RS services

**All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required*

Required Qualifications

Education

- College diploma in Retail Management or a related discipline
- Equivalent combination of education and/or experience will be considered

Experience

- Minimum of three years progressive experience in a retail environment, preferably in an academic setting
- Experience with point of sale systems and scheduling software

Knowledge/Skills/Abilities

- Excellent written and verbal communication skills
- Interpersonal skills and relationship-building
- Analytical and critical thinking skills

Job Description



- Advanced problem solving & conflict management skills
- Exceptional organizational skills and customer service
- Familiarity with relevant University of Waterloo policies, procedures and guidelines is preferred
- Valid G driver's license required to support events

Nature and Scope

- **Contacts:** Beyond connections with P+RS colleagues, the incumbent has regular contact with students faculty, staff, and the general public.
- **Level of Responsibility:** This position is responsible for direct supervision of casual staff.
- **Decision-Making Authority:** This position has decision-making authority for all aspects related to the point of sale process.
- **Physical and Sensory Demands:** The majority of time is spent moving about and may require standing at POS for long periods of time. Located in clean indoor area, open office environment, constant interaction and verbal communication with customers at the W Store point of sale & sales floor and at P+RS events. Work varies with responding to telephone inquiries, email inquiries and verbal communication with customers and colleagues.
- **Working Environment:** This position works in a typical retail store and is primarily customer-facing. There may be unusual hours or schedules, extended weekend hours, or weekday extended hours with varying volumes of work at different times of the year. Working Labour Day weekend, peak periods at the beginning of each term and Convocation, is a requirement of this position. Some travel may be required.