

Job Description

Job Title:	Inventory Coordinator
Department:	Print + Retail Solutions
Reports To:	Manager, Retail Operations and Customer Experience
Jobs Reporting:	None
Salary Grade:	USG 5
Effective Date:	November 2020

Primary Purpose

The Inventory Coordinator is accountable for oversight of all general merchandise inventory in all locations. The incumbent ensures effective flow of merchandise from the Receiving department to the sales floor in a timely fashion, replenishes merchandise for a fresh and abundant presentation, maps and organizes overstock areas, executes merchandising plans and standards, conducts inventory cycle counts and acts as a liaison between the Purchasing & Merchandising and Store Operations teams, to showcase product benefits and features. The Inventory Coordinator is responsible for the provision of regalia services for University of Waterloo convocation ceremonies. The incumbent ensures support for achieving budget targets, operational efficiencies, and P+RS' commitment to provide exceptional customer service.

Key Accountabilities

Collaboration

- Interacts regularly with P+RS staff and supports cross-promotion of products and services at all locations
- Establishes and maintains strong partnerships and relationships with units throughout the university and the affiliated colleges, to help P+RS achieve its goals while ensuring P+RS is represented professionally
- Communicates effectively with management and all team members
- Works closely with the Shipping/Receiving team to ensure effective flow of products and information throughout the product life cycle
- Works closely with the Customer Experience Coordinator and the Store Operations Coordinator to ensure that all aspects of retail store operations run smoothly
- Works closely with the Marketing Team to produce in-store signage
- Based on observations of inventory movement and customer reactions, makes recommendations to the Manager, Purchasing & Merchandising Strategy regarding markdowns, re-orders, cross-merchandising, product display, etc.

Customer Service

- Creates and models exceptional customer experiences by engaging customers when on the sales floor, and provides an appropriate level of assistance regardless of situation or location
- 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
- Actively learns about product and service offerings and enthusiastically shares this information with customers and staff
- Consistently creates a welcoming environment for customers by greeting and assisting, as well as quickly responding to all customer inquiries and needs
- Primary contact for general merchandise email inquiries

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Leadership

- Responsible for oversight of store operations co-op student
- Works closely with the Store Operations Coordinator to ensure store standards are being met, tasks are delegated appropriately and floor staff are engaging customers ahead of assigned tasks
- Assists with on-going training of staff
- Provides a professional leadership presence, while ensuring that all customers receive excellent service and quality merchandise
- Demonstrates desired behaviours for staff, including driving sales and handling complex and/or challenging situations

Effective Retail Operations

- Maintains accuracy and integrity of POS transactions by following cash-handling policies and procedures.
- Opens and closes the store as needed according to established P+RS guidelines
- Responsible for the appearance and organization of the selling floor, and works with staff to build effective sales strategies and meet daily sales goals
- Keeps the store neat, clean and properly merchandised according to store standards
- Executes all merchandising direction, campaigns and sales promotions in a timely manner
- Ensures all pricing, signage and displays are correct at all times
- Receives regular deliveries and stocks the sales floor in a timely manner
- Ensures stock rooms are organized and monitors replenishment in the sales area
- Coordinates all aspects of incoming stock once received, including product placement, merchandising, overstock and inventory control for general merchandise locations
- Monitors website to ensure naming conventions match database descriptions and product tags
- Assists with ensuring effective inventory turnover and sell-through of products with timely communication to buyers
- Working with the Manager, Retail Operations & Customer Experience and the Store Operations Coordinator, manages and controls shrink through a variety of departmental strategies
- Assists with operations for off-site satellite sales, South Campus Hall concourse sales and kit building
- Coordinates all aspects of convocation regalia related services
- Other duties as assigned

Inventory Management

- Maintains dollars per square foot merchandising map
- Plans for overstocks and maps all overstock areas, keeping them properly organized and labeled
- Performs inventory cycle counts
- Ensures documentation related to inventory flow is accurate
- Identifies, analyzes and addresses gaps in inventory processes
- Reviews supply stock levels, negative inventory and slow-moving stock reports
- Manages all store transfers, ensuring accuracy and appropriate communication with anyone affected
- Assists with year-end inventory preparation and counts

**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

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Education

- College diploma or university degree in business or administration, preferably with a concentration in operations, sales, visual merchandising and/or retail operations (equivalent combination of education and/or experience will be considered)
- Formal training in leadership, customer service and merchandising is preferred

Experience

- Minimum three years experience working in a retail setting preferred, with accountability for providing customer service, overseeing effective operations, managing and merchandising inventory, and achieving sales goals and targets
- Minimum three years experience providing direction to other staff members, preferably in a retail setting

Knowledge, Skills and Abilities

- Business acumen, critical thinking, problem solving analytical skills
- Excellent written and verbal communication, interpersonal and relationship-building skills
- Intermediate knowledge of MS Office
- Demonstrated ability to use and learn new database and scheduling software (e.g., Visual Ratex, Point of Sale)
- Demonstrated skill with providing excellent customer service
- Ability to work quickly and accurately, while remaining organized and paying close attention to detail, in a fast-paced environment
- Comfortable managing multiple simultaneous projects
- Familiarity with relevant University of Waterloo policies, procedures and guidelines including Health and Safety, Staff Employment, and AODA requirements is preferred

Nature and Scope

- **Contacts:** Beyond connections with Print + Retail Solutions colleagues, the incumbent has regular contact with customers, students and campus groups, and is expected to develop and maintain positive, professional, constructive relationships.
- **Level of Responsibility:** Responsible for working independently maintaining effective oversight of inventory and excellent customer service, escalating any significant issues that they are unable to resolve to the Manager, Store Operations & Customer Experience.
- **Decision-Making Authority:** This position has decision-making authority for the items outlined above.
- **Physical and Sensory Demands:** This position requires exertion of physical sensory effort resulting in slight fatigue, strain or risk of injury. For example, lifting, bending, twisting, stretching and repetitive motion are required, in order to move equipment and fixtures and to display products for sale. Attention to details, accuracy and verbal communication with customers, co-workers and management. Multi-task environment requires excellent organizational skills and ability to prioritize, to ensure timely, efficient completion of tasks.
- **Working Environment:** This position works in a typical retail store and office environment. 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.