Job Description

**Job Title:** General Merchandise Coordinator  
**Department:** Print + Retail Solutions  
**Reports To:** Manager, General Merchandise  
**Jobs Reporting:** None  
**Salary Grade:** USG 6  
**Effective Date:** August 1, 2017

**Primary Purpose**  
The General Merchandise Coordinator is accountable for effective day-to-day operations in the Waterloo Store and Write Stuff, and for the provision of regalia services for the University of Waterloo convocation ceremonies. The incumbent ensures support for achieving budget targets, operational efficiencies, and P+RS’ commitment to provide excellent customer service.

**Key Accountabilities**

**Collaboration**
- Interacts regularly with P+RS staff and supports cross-promotion of products and services.
- 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.

**Customer Service**
- Commits to positive interactions with all customers 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.
- Handles phone, web, and email inquiries; assist with custom order inquiries; and handles leather jacket and ring orders.

**Leadership**
- Responsible for the hiring, training, scheduling, and oversight of all General Merchandise part-time staff.

**Effective Retail Performance**
- Assists with achieving sales goals and targets.

**Effective Retail Operations**
- Maintains accuracy and integrity of POS transactions by following cash handling policies and procedures, and enforcing guidelines with part-time staff.
- Ensures all stock rooms are organized and monitors stock replenishment in the sales area.
- Coordinates all aspects of incoming stock including product placement, merchandising, overstock, and inventory control for general merchandise locations.
- Assists with ensuring effective inventory turnover and sell-through of products with timely communication to buyers.
- Assists with operations for off-site satellite sales and South Campus Hall concourse sales.
- Coordinates all aspects of convocation regalia related services.
**Job Description**

**Inventory Management**
- Works with the General Merchandise team, assisting with inventory management, merchandising, marketing, and all aspects of retail operations under the direction of the General Merchandise Manager.

**Team Support**
- Assists with year-end inventory preparation and counts

**Required Qualifications**

**Education**
- College diploma or university degree
- Equivalent combination of education and/or experience will be considered
- Courses in leadership, customer service, and merchandising are an asset

**Experience**
- Minimum three years of supervisory experience, preferably in a business or retail environment
- Minimum three years of experience working in a retail setting, with accountability for achieving sales goals and targets

**Knowledge/Skills/Abilities**
- Business acumen and analytical skills
- Critical thinking
- Excellent written and verbal communication skills
- Interpersonal skills and relationship-building
- Familiarity with relevant University of Waterloo policies, procedures and guidelines including Health and Safety, Staff Employment, and AODA requirements is preferred
- Intermediate knowledge of MS Office suite
- Demonstrated ability to use and learn new database and scheduling software (e.g., Visual Ratex, Point of Sale, When2Work)

**Nature and Scope**
- **Contacts:** Beyond connections with P+RS colleagues, the incumbent has regular contact with campus groups, customers and campus guests. The incumbent maintains excellent relationships and is committed to providing the best retail experience possible.
- **Level of Responsibility:** This position is responsible for the hiring, training, and supervision of all General Merchandise part-time staff. The General Merchandise Coordinator is accountable for maintaining accuracy and integrity of POS transactions by following cash handling policies and procedures.
- **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. Some lifting, bending and stretching is required from time to time, in order to move/display products for sale. Attention to detail, accuracy, and verbal communication with customers, co-workers, and management.
- **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.