

THE UNIVERSITY OF WYOMING JOB DESCRIPTION

This is a description of a staff position at the University of Wyoming not a job opening announcement. Look for current job openings at the following link: [UW Human Resources](#).

The following statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

Title: MANAGER, RETAIL OPERATIONS

Reports To: Designated Supervisor

UW Job Code: 3062

UW Job Family: 33 - Management Support

SOC Code: 41-1011

FLSA: Exempt

Pay Grade: 20

Date: 11-11-03 (revised 5-24-04; 7-1-04; 8-15-06)

JOB PURPOSE:

Manage and oversee the daily operations of a designated retail operation(s). Oversee purchase, sale and/or use of inventory and maintain records. Hire and supervise personnel, oversee public relations, special promotions, and/or seasonal sales events.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Perform or manage purchasing and control of general inventory; may include gifts, stock, souvenir items, books, novelty items, artwork, supplies, food, and/or menu items.
- Develop and monitor product lines.
- Maintain sales, stock, and expenditure records; perform long-range forecasting by reviewing prior year sales history; prepare and present periodic and scheduled performance reports.
- May provide customer service to patrons; assist customers in selecting and purchasing merchandise/stock or job productions.
- Resolve problems in obtaining items or refusing orders, tracking shipments, meeting deadlines, and procuring special order items.
- Recommend procedural changes for area; assist in development and maintenance of operational guidelines for area.
- Interpret policy and procedures to support staff and patrons.
- Recommend hiring, training, supervising and assisting in evaluating support staff; maintain schedules of staff; provide and/or arrange for backup in areas as necessary.
- Work with vendor representatives to secure advantageous pricing.

SUPPLEMENTAL FUNCTIONS:

- Coordinate special projects for events held after hours.
- Stock, design, and clean shelves and displays.
- Menu development.

- Develop and enforce security, sanitary, and safety regulations and policies.

COMPETENCIES:

- Delegating Responsibility
- Consistency
- Strategic Planning
- Service Orientation
- Negotiation
- Individual Leadership

MINIMUM QUALIFICATIONS:

Education: **Vocational school, On-the-Job Experience, or Associate's degree**

Experience: **2 years work-related experience**

Required licensure, certification, registration or other requirements: **None**

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- Purchasing functions.
- University accounting procedures.
- Retail management principles and practices.
- Research methods and techniques.
- Applicable University, local, state and federal rules and regulations.
- Retail/supplies purchasing and inventory control principles and procedures.
- Customer service methods, techniques and practices.
- Dispute settlement methods and techniques.
- Departmental needs in area of buying function.
- Retail advertising, sales promotion and/or visual merchandising techniques.
- Alternative supplier sources for merchandise in specified areas of retail operation.
- Contract documents and specifications.
- Menu development and pricing techniques.
- Costing and pricing methodology.
- Procedures, regulations and standards for the storage of perishable goods.
- Food preparation and presentation methods, techniques and quality standards.

Skills and Abilities to:

- Assess needs and future planning of area.
- Supervise and train staff, including organizing, prioritizing, and scheduling work assignments.
- Investigate and analyze information and draw conclusions.
- Interpersonal skills and the ability to work effectively with a wide range of constituencies in a diverse community.

- Examine and re-engineer operations and procedures, formulate policy, and develop and implement new strategies and procedures.
- Evaluate procurement bids in accordance with established criteria.
- Complete moderately complex administrative paperwork.
- Maintain accurate and complete records.
- Use independent judgment to manage and impart confidential information.
- Effectively negotiate.
- Resolve customer complaints and concerns.
- Foster a cooperative work environment.

WORKING CONDITIONS:

Standard office environment; regular exposure to warehouse facility, subject to dirt, dust and temperature changes, and/or exposure to kitchen environment.

Authorized by Classification/Compensation, Human Resources

Employees may be requested to perform job-related tasks other than those specifically presented in this description. Participating in the University's hazardous waste minimization program is part of the job of each employee who uses (or may come in contact with) hazardous materials. Fair Labor Standards Act (exempt/non-exempt) is designated by position. University of Wyoming actively supports Americans with Disabilities Act and will consider reasonable accommodations.