



STATE OF NEVADA
Department of Administration
Division of Human Resource Management

CLASS SPECIFICATION

<u>TITLE</u>	<u>GRADE</u>	<u>EEO-4</u>	<u>CODE</u>
RETAIL STOREKEEPER IV	30	F	7.818
RETAIL STOREKEEPER III	28	F	7.819
RETAIL STOREKEEPER II	26	F	7.820
RETAIL STOREKEEPER I	24	F	7.821

SERIES CONCEPT

Retail Storekeepers perform merchandising and inventory control duties to maximize profits in a retail store or e-Commerce environment which includes canteen stores and coffee shops in correctional facilities and other State retail operations. Incumbents oversee and participate in purchasing, inventory control and merchandising in a retail operation involving high volume turnover of a variety of merchandise which may include books, souvenir and logo items, gift items, school and office supplies, computer supplies, newspapers, magazines, tobacco products, food, soft drinks, personal hygiene items, clothing, shoes, small electrical appliances, and other items.

Assist in identifying existing merchandise which has expired and/or does not meet merchandising turnover goals and/or resale standards; perform physical inventory counts; determine order quantity and verify price and availability with vendor; research catalogs and the Internet for new product availability and price; procure merchandise through direct purchase procedure and enter purchase information into a point-of-sale (POS) or other computer-based system.

Receive and inspect merchandise to ensure there is no damage, quantity received is correct, and merchandise meets order specifications; enter new inventory into a POS computer-based inventory system ensuring price and markup are correct; process receiver documentation and prepare invoice for payment; and complete accounting documentation as required.

Develop and/or implement a store layout plan to maximize visual appeal with the goal to increase per capita sales; shelve merchandise in proper location and to prevent damage; store and rotate food and dated perishable merchandise per established procedures to prevent spoilage or loss; recommend mark-downs to clear slow moving merchandise; amend POS and re-price merchandise accordingly.

In a correctional environment, receive and input inmate orders per established procedures; print receipt/list of authorized purchases; remove items from inventory and package inmate orders; distribute inmate orders through a secure window or deliver merchandise to lockdown units; verify inmate's identity; check each item against receipt quantity; obtain inmate's signature to verify acceptance of merchandise; ensure items requested are within security level restrictions; enforce storeroom and computer security according to established policy and procedures; poll inmate population; revise, add and delete catalog entries to maintain the most recent information regarding merchandise available; print and distribute merchandise catalogs to appropriate security levels; check inmate accounts in the computer upon request from authorized facility personnel and print reports; and clean and maintain stockroom and equipment per established health and safety standards.

In a Nevada System of Higher Education (NSHE) retail (for-profit) enterprise, positions develop or assist in the development of the budget for assigned product lines; project, plan and monitor revenue, expenses, inventory control, wages, etc..., in order to ensure attainment of profit goals; project shortfalls or other obstacles toward goal attainment and implement corrective action; purchase goods within open-to-buy limits; merchandise or assist in merchandising product lines in an aesthetically pleasing and efficient design; develop or assist in the development and implementation of a marketing plan for assigned product lines; liaise with vendors on returns, best price, payment terms, etc...; monitor industry trends.

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SERIES CONCEPT (cont'd)

Perform related duties as assigned.

CLASS CONCEPTS

Retail Storekeeper IV: Positions allocated to this class manage a retail stores program within a defined region and supervise Retail Storekeeper II and/or III positions. Retail Storekeeper IV's assist subordinate employees with training and implementation of new processes and procedures; coordinate the flow of information and merchandise between stores; advise in establishing appropriate inventory levels, turnover and profit projections for the region's stores; prepare progress reports regarding sales trends, inventory shortages and product validity; and maintain daily statistical data on each store's earnings and purchases. In addition, incumbents mediate when problems arise between facility administration and store personnel, and perform periodic documentation and inventory audits to ensure compliance with established procedures. They also assist administration with vendor development; policy and procedure development; maintenance and enhancement of the canteen perpetual inventory control computer program; and preparation of budget recommendations for new and replacement equipment for retail stores.

Within an NSHE retail (for-profit) enterprise, positions manage the most complex product lines based on diversity of goods, on-line sales modules, highest sales income and net profit (e.g. clothing, computers). Positions develop an annual budget by projecting and planning for revenue, expenses, inventory, wages, etc., and recommend profit goals; purchase goods for their assigned product line within pre-established open-to-buy limits; ensure attainment of profit goals by monitoring product performance, expenses and other variables, project and/or identify shortfalls or other obstacles, evaluate circumstances, and identify and implement solutions; and supervise a staff of lower level Retail Storekeepers, student employees, temporary and/or other staff as assigned.

Retail Storekeeper III: Incumbents work under the limited supervision of either a Retail Storekeeper IV or professional staff and manage operations of a retail store(s) at a major correctional facility which may include both a canteen store and coffee shop, major State Park, major State Museum, or a major, high volume product line in a large retail operation such as text books in a university bookstore. Retail Storekeeper III's perform some of the duties described in the series concept, but the focus of the work at this level is to maximize profits through the implementation and management of effective and efficient inventory control and merchandising processes.

Inventory control and merchandising decisions in various retail environments involve choosing from among several alternative courses of action and require the evaluation of numerous factors such as the design and use of licensed logos on clothing and souvenir items; identifying, developing and purchasing specialty items for special events or special orders; timing of inmate payroll cycles and fluctuation in inmate population; sales and market trends; responding to cultural and ethnic differences in the customer population; meeting the need to stock seasonal and specialty items; and solving all major problems with vendors, shippers and customers.

Within a correctional setting, Retail Storekeeper III's supervise Retail Storekeeper I's and II's; maintain security within the correctional stockroom and facility; and respond to inmate complaints or disagreements regarding canteen store services.

Within an NSHE retail (for-profit) enterprise, positions may have budget responsibility for product lines that produce smaller profits and have a narrower, less dynamic range of merchandise or they may assist with developing the budget for a large, high volume, high profit product line. Positions purchase goods for their assigned product line within pre-established open-to-buy limits; coordinate the shipping and receiving of all

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CLASS CONCEPTS (cont'd)

Retail Storekeeper III (cont'd)

store merchandise; and may supervise a staff of lower level Retail Storekeepers, student employees, temporary and/or other staff as assigned.

Retail Storekeeper II: Under the general supervision of a Retail Storekeeper III, IV or other staff, positions at this level perform the duties described in the series concept and are responsible for developing and implementing effective and efficient inventory control and merchandising to maximize sales and profits. Positions allocated to this class operate a conservation camp canteen store, a coffee shop in a major correctional facility, a specialty store such as a museum gift shop or a limited range of products within a larger retail operation such as a university bookstore.

In addition, incumbents initiate and perform market surveys and merchandising activities needed to identify and introduce new merchandise; meet with vendors and sales representatives to identify new product lines, monitor market trends and negotiate best price; set up displays and shelve merchandise to facilitate sales; ensure seasonal merchandise is stocked at appropriate times; review sales and inventory reports to establish price markup and inventory levels; initiate markdown of seasonal, close-out or overstocked items to prevent loss; train, operate, manage and resolve issues with a POS or other computer-based systems; may manage an e-Commerce platform to include ensuring security of personal information transmitted for payment; solve problems which arise within their authority; and may coordinate, train, schedule and supervise a staff of volunteer sales clerks.

Additionally, in a correctional setting, Retail Storekeeper II's obtain all required security approval from Corrections and facility administration to introduce new products and negotiate transfer of merchandise between canteen stores or coffee shops to supplement or reduce inventory as needed.

Retail Storekeeper II's may not work in the immediate vicinity of their supervisor but can consult with them on a regular basis, and have latitude to select the most appropriate methods and merchandise within established procedures to maximize profit. The supervisor monitors work through review of inventory and sales reports to ensure turnover rate and profit margins meet expectations and through periodic security and inventory inspections.

Retail Storekeeper I: Positions allocated to this class work under general supervision at a major correctional facility canteen store or other State retail store operation and perform merchandising and inventory control duties to maximize profits in a retail stores environment. Procurement, receiving, stocking and distribution duties are varied and cyclical, but are interrelated and generally follow established routines involving several sequential steps, processes or operations. Assignments are structured by procedure manuals or general instructions, and variations from standard practice require approval of the supervisor.

Incumbents interact with customers, vendors, faculty and transportation companies to solve a variety of problems related to identifying, locating and expediting the acquisition and sale of merchandise.

Purchasing, stocking, inventory and recordkeeping work is subject to review through the examination of inventories and reports by the immediate supervisor or management. Errors in judgment could result in some loss of profit or breach of security.

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MINIMUM QUALIFICATIONS

RETAIL STOREKEEPER IV

EDUCATION AND EXPERIENCE: Graduation from high school and four years of increasingly responsible retail and storekeeping experience, two years of which included merchandising; analyzing, tracking and reporting turnover rates; preparation of sales reports and profit and loss projections; and maintaining computerized perpetual inventory systems. One year of the above experience must include supervisory responsibility; **OR** one year of experience as a Retail Storekeeper III in Nevada State service; **OR** an equivalent combination of education and experience as described above.

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application):

Detailed knowledge of: perpetual inventory methods including setting stocking levels and reorder points; tracking and reporting information regarding inventory control, turnover rates, sales, and profit and loss; computerized perpetual inventory systems. **Working knowledge of:** market value of a variety of merchandise such as convenience foods, specialty store items, and/or personal items. **Ability to:** analyze personnel, equipment, operating and travel needs and expenses for a retail store; draft and recommend policies and procedures relating to store operation; compile information required for budget preparation; track and transfer merchandise in multiple stores and locations; analyze turnover rates, sales reports and profit projections; *and all knowledge, skills and abilities required at the lower levels.*

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job):

Ability to: analyze personnel, equipment, operating and travel needs and expenses for assigned retail establishments within the region; train, supervise and evaluate the performance of assigned personnel; understand accounting procedures as it relates to processing invoices for payment and deposit of funds.

RETAIL STOREKEEPER III

EDUCATION AND EXPERIENCE: Graduation from high school and three years of increasingly responsible storekeeping and retail experience which included responsibility for merchandising, stock control, perpetual inventory, contacts with vendors, and coordinating the work of others; **OR** one year of experience as a Retail Storekeeper II in Nevada State service; **OR** an equivalent combination of education and experience as described above.

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application):

Detailed knowledge of: recordkeeping related to inventory control. **Working knowledge of:** perpetual inventory methods; State and department purchasing regulations, practices and procedures; market research and merchandising techniques. **General knowledge of:** market value of a variety of merchandise. **Ability to:** resolve problems with vendors regarding desired quality, quantity, price and delivery date of supplies and materials; coordinate the work of employees and others; coordinate, review and recommend improvements in storeroom operations; read and interpret inventory reports, profit and loss statements, receiving logs, and records related to damaged goods and spoilage; maximize profits through effective stock control and merchandising; explain policies and procedures related to procurement, retail store operations, and/or e-Commerce activities to employees and others; *and all knowledge, skills and abilities required at the lower levels.*

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job):

(These are identical to the Entry Level Knowledge, Skills and Abilities required for Retail Storekeeper IV.)

RETAIL STOREKEEPER II

EDUCATION AND EXPERIENCE: Graduation from high school and two years of storekeeping or retail experience, one year of which included performing physical inventories, maintaining records and ordering

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MINIMUM QUALIFICATIONS (cont'd)

RETAIL STOREKEEPER II (cont'd)

EDUCATION AND EXPERIENCE (cont'd)

merchandise; **OR** one year of experience as a Retail Storekeeper I in Nevada State service; **OR** an equivalent combination of education and experience as described above.

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application):

Working knowledge of: physical inventory procedures, records and controls; vendors and product lines such as tobacco products, souvenir, and general good items; profit-producing methods and procedures in a retail environment; recordkeeping related to storekeeping including hard copy and electronic files; computer functions and keyboarding techniques; perpetual inventory methods. **General knowledge of:** market survey and testing techniques; basic calculator functions; storekeeping equipment such as forklift, pallet jack and dolly. **Ability to:** provide high-quality customer service and resolve customer complaints; use reference manuals, guides and other informational resources related to procurement of merchandise for resale; maintain records relating to procurement of resale merchandise; coordinate the work of others; review inventories, discover discrepancies, and establish stocking levels; prioritize assignments and follow up on orders to ensure timely delivery; negotiate with vendors regarding desired quantity, quality, price and delivery date of merchandise; train coworkers and others in completing tasks; apply State and agency policies and procedures related to ordering merchandise for resale; operate a forklift, pallet jack and dolly; perform minor repairs to furniture and equipment; locate, interpret and explain computer data relating to inmate accounts; *and all knowledge, skills and abilities required at the lower level.*

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job):

(These are identical to the Entry Level Knowledge, Skills and Abilities required for Retail Storekeeper III.)

RETAIL STOREKEEPER I

EDUCATION AND EXPERIENCE: One year of storekeeping or retail experience which included stocking, sales and/or customer service.

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application):

Working knowledge of: proper storage and rotation of food and dated perishable merchandise. **General knowledge of:** sales and merchandising methods; storekeeping methods and procedures; computer functions and keyboarding techniques; recordkeeping including hard copy and electronic files inventory methods. **Ability to:** systematically arrange similar kinds of stock and/or property into groups or categories according to established criteria; learn State and agency policies and procedures related to ordering merchandise for resale; add, subtract, multiply and divide whole numbers; perform routine work according to set procedures and sequence; establish and maintain cooperative working relationships with others; read catalogs, instructions, forms, and other materials commonly used in a supply/procurement environment; complete standard forms; lift and move heavy objects; work effectively with inmates in a prison canteen store; calmly explain store policies and procedures.

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job):

(These are identical to the Entry Level Knowledge, Skills and Abilities required for Retail Storekeeper II.)

This class specification is used for classification, recruitment and examination purposes. It is not to be considered a substitute for work performance standards for positions assigned to this class.

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ESTABLISHED:	7/1/01P 10/4/00PC	7/1/01P 10/4/00PC	7/1/01P 10/4/00PC	7/1/01P 10/4/00PC
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