



STATE OF COLORADO

CLASS SERIES DESCRIPTION

September 1, 1993

SALES ASSISTANT

G3F1TX TO G3F3XX

DESCRIPTION OF OCCUPATIONAL WORK

This class series uses three levels in the Administrative Services and Related Occupational Group and describes sales and customer service work in a retail operation. Typical retail operations include book or convenience stores. Positions in these classes assist customers with merchandise selection, returns, and exchanges; interact with customers to resolve problems or complaints and maintain customer satisfaction; operate cash registers, collect payment, and issue receipts; and assure merchandise is stocked, available, organized, and correctly priced.

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SALES ASSISTANT I

G3F1TX

CONCEPT OF CLASS

This class describes the first level of sales assistant. Positions provide customer service and sales support by assisting customers with the selection, purchase, and return of merchandise. The work includes explaining and demonstrating product features to customers, suggesting merchandise to meet the needs of the customer, operating cash registers, collecting payment and making change, examining defective goods returned by customers to determine if refund or replacement should be made, stamping or tagging prices on merchandise, taking and filling customer orders, stocking shelves and rotating inventory, informing the sales manager when stock is low, arranging product displays, and maintaining a clean, orderly sales area. The work at this level often involves providing instruction, demonstration, and training to new or temporary sales and customer service positions.

FACTORS

Allocation must be based on meeting all of the four factors as described below.

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Decision Making -- The decisions regularly made are at the defined level, as described here. Within limits prescribed by the store policies, inventory systems, and sales operations, choices involve selecting alternatives that affect the manner and speed with which tasks are carried out. For example, positions determine the priority of work assignments based on established store procedures and policies. These choices do not affect the standards or results of the operation itself because there is typically only one correct way to carry out the operation. For example, when collecting product information at the request of a customer, choices are limited to what vendor is contacted from an approved list. Alternatives include independent choice of such things as priority and personal preference for organizing and processing the work, proper tools or equipment, speed, and appropriate steps in the operation to apply. By nature, the data needed to make decisions can be numerous but are clear and understandable so logic is needed to apply the prescribed alternative. For example, positions determine whether merchandise is defective or has been abused by the customer and then apply the correct return or exchange procedure to the circumstance. Positions can be taught what to do to carry out assignments and any deviation in the manner in which the work is performed does not change the end result of the operation.

Complexity -- The nature of, and need for, analysis and judgment is prescribed, as described here. Positions apply established, standard cashier, exchange, return, and stocking guidelines which cover work situations and alternatives. Action taken is based on learned, specific guidelines that permit little deviation or change as the task is repeated. Any alternatives to choose from are clearly right or wrong at each step. For example, positions follow standard guidelines when verifying prices, exchanging merchandise either with or without a receipt, calculating mark-ups, cashing checks, resolving customer complaints, or issuing refunds.

Purpose of Contact -- Regular work contacts with others outside the supervisory chain, regardless of the method of communication, are for the purpose of exchanging or collecting information with contacts. This involves giving learned information that is readily understandable by the recipient, such as explaining store refund and exchange policies to customers, or collecting factual information in order to resolve customer problems or complaints.

Line/Staff Authority -- The direct field of influence the work of a position has on the organization is as an individual contributor. The individual contributor may explain work processes and train others. The individual contributor may serve as a resource or guide by advising others on how to use processes within a system or as a member of a collaborative problem-solving team. This level may include positions performing supervisory elements that do not fully meet the criteria for the next level in this factor.

SALES ASSISTANT II

G3F2XX

CONCEPT OF CLASS

This class describes the work leader. In addition to the duties described by the Sales Assistant I class, positions in this class are partially accountable for the work of two or more full-time equivalent positions. Work leaders relieve staff for breaks and fill in for leave, monitor work schedules and flow, assign work to staff, resolve problems and complaints referred by lower-level sales assistants, and insure

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that store policies and procedures developed at higher levels in the sales department or store are followed. This class differs from the Sales Assistant I class on the Line/Staff Authority factor and may differ on the Purpose of Contact factor.

FACTORS

Allocation must be based on meeting all of the four factors as described below.

Decision Making -- The decisions regularly made are at the defined level, as described here. Within limits prescribed by the store policies, inventory systems, and sales operations, choices involve selecting alternatives that affect the manner and speed with which tasks are carried out. For example, positions determine the priority of work assignments based on established store procedures and policies. These choices do not affect the standards or results of the operation itself because there is typically only one correct way to carry out the operation. For example, when collecting product information at the request of a customer, choices are limited to what vendor is contacted from an approved list. Alternatives include independent choice of such things as priority and personal preference for organizing and processing the work, proper tools or equipment, speed, and appropriate steps in the operation to apply. By nature, the data needed to make decisions can be numerous but are clear and understandable so logic is needed to apply the prescribed alternative. For example, positions determine whether merchandise is defective or has been abused by the customer and then apply the correct return or exchange procedure to the circumstance. Positions can be taught what to do to carry out assignments and any deviation in the manner in which the work is performed does not change the end result of the operation.

Complexity -- The nature of, and need for, analysis and judgment is prescribed, as described here. Positions apply established, standard cashier, exchange, return, and stocking guidelines which cover work situations and alternatives. Action taken is based on learned, specific guidelines that permit little deviation or change as the task is repeated. Any alternatives to choose from are clearly right or wrong at each step. For example, positions follow standard guidelines when verifying prices, exchanging merchandise either with or without a receipt, calculating mark-ups, cashing checks, resolving customer complaints, or issuing refunds.

Purpose of Contact -- Regular work contacts with others outside the supervisory chain, regardless of the method of communication, are for the purpose of either of the following:

Exchanging or collecting information with contacts. This involves giving learned information that is readily understandable by the recipient, such as explaining store refund and exchange policies to customers, or collecting factual information in order to resolve problems with vendors when shipments are charged incorrectly and/or the wrong merchandise or amounts were shipped.

Detecting, discovering, exposing information, problems, or failures by interviewing or investigating where the issues or results of the contact are not known ahead of time. For example, positions investigate customer complaints and resolve problems where standard store policies and procedures do not satisfy the customer or remedy the complaint.

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Line/Staff Authority -- The direct field of influence the work of a position has on the organization is as a work leader. The work leader is partially accountable for the work product of two or more full-time equivalent positions, including timeliness, correctness, and soundness. At least one of the subordinate positions must be in the same series or at a comparable conceptual level. Typical elements of direct control over other positions by a work leader include assigning tasks, monitoring progress and work flow, checking the product, scheduling work, and establishing work standards. The work leader provides input into supervisory decisions made at higher levels, including signing leave requests and approving work hours. This level may include positions performing supervisory elements that do not fully meet the criteria for the next level in this factor.

SALES ASSISTANT III

G3F3XX

CONCEPT OF CLASS

This class describes the supervising sales assistant. Positions at this level are accountable for the work of others through direct supervision of three or more full-time equivalent positions. Positions establish work schedules and determine staffing needs to assure adequate sales floor coverage during regular and high-volume periods. This class differs from the Sales Assistant II on the Decision Making, Complexity, and Line/Staff Authority factors.

FACTORS

Allocation must be based on meeting all of the four factors as described below.

Decision Making -- The decisions regularly made are at the operational level, as described here. Within limits set by sales, inventory, and ordering processes, choices involve deciding what operation is required to carry out the process. This includes determining how the operation will be completed. For example, positions in this class are responsible for the daily work flow of the sales floor or a work unit, including developing procedures for the movement of inventory to and from the shelves, maintenance of inventory records, and the return of stock to vendors. By nature, data needed to make decisions are numerous and variable so reasoning is needed to develop the practical course of action within the established process. For example, positions consider the time of year and estimated sales volume when recommending staffing levels for sales promotions and peak sales periods. Choices are within a range of specified, acceptable standards, alternatives, and practices. For example, when positions replenish stock they determine how much is ordered based on established reorder points and vendor delivery dates and purchase minimums.

Complexity -- The nature of, and need for, analysis and judgment is patterned, as described here. Positions study work flow information to determine what it means and how it fits together in order to get practical solutions in the form of procedures for rush and inventory periods, work schedules, sales floor set-up, and staffing needs. Guidelines in the form of standard operating procedures, instructions, and store policies exist for most situations. Judgment is needed in locating and selecting the most appropriate of these guidelines which may change for varying circumstances as the task is repeated. For example, the supervisor is authorized to alter guidelines in order to operate the work unit or solve customer problems which can vary by the given situation. This selection and interpretation of guidelines

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involves choosing from alternatives where all are correct but one is better than another depending on the given circumstances of the situation. For example, the work schedule devised for one situation may not be appropriate for another.

Purpose of Contact -- Regular work contacts with others outside the supervisory chain, regardless of the method of communication, are for the purpose of either of the following:

Exchanging or collecting information with contacts. This involves giving learned information that is readily understandable by the recipient, such as explaining store refund and exchange policies to customers, or collecting factual information in order to resolve problems with vendors when shipments are charged incorrectly and/or the wrong merchandise or amounts were shipped.

Detecting, discovering, exposing information, problems, or failures by interviewing or investigating where the issues or results of the contact are not known ahead of time. For example, positions investigate customer complaints and resolve problems where standard store policies and procedures do not satisfy the customer or remedy the complaint.

Line/Staff Authority -- The direct field of influence the work of a position has on the organization is as a unit supervisor. The unit supervisor is accountable, including signature authority, for actions and decisions that directly impact the pay, status, and tenure of three or more full-time equivalent positions. At least one of the subordinate positions must be in the same series or at a comparable conceptual level. The elements of formal supervision must include providing documentation to support recommended corrective and disciplinary actions, signing performance plans and appraisals, and resolving informal grievances. Positions start the hiring process, interview applicants, and recommend hire, promotion, or transfer.

DEFINITIONS

Retail operation: a profit-making outlet for selling goods and services directly to consumers.

ENTRANCE REQUIREMENTS

Minimum entry requirements and general competencies for classes in this series are contained in the State of Colorado Department of Personnel web site.

For purposes of the Americans with Disabilities Act, the essential functions of specific positions are identified in the position description questionnaires and job analyses.

CLASS SERIES HISTORY

Effective 9/1/93 (LLB). Job Evaluation System Revision project. Published as proposed 5/17/93.

Created 7/1/86. Bookstore Sales Clerk (A2024X and A2025X) and Senior Bookstore Sales Clerk (A2026X).

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SUMMARY OF FACTOR RATINGS

| Class Level | Decision Making | Complexity | Purpose of Contact | Line/Staff Authority |
|---------------------|------------------------|-------------------|---------------------------|-----------------------------|
| Sales Assistant I | Defined | Prescribed | Exchange | Indiv. Contributor |
| Sales Assistant II | Defined | Prescribed | Exchange or Detect | Work Leader |
| Sales Assistant III | Operational | Patterned | Exchange or Detect | Unit Supervisor |