

# EXCHANGE™

ARMY & AIR FORCE EXCHANGE SERVICE

<b>Title:</b>	<b>SALES CLERK (RETAIL)</b>			<b>Job Code:</b>	<b>5182L05-09</b>		
<b>Effective:</b>	<b>07 NOV 2002</b>		<b>Job Series:</b>		<b>Commission:</b>	<b>NO</b>	
<b>Security Requirement(s):</b>			<b>Appendix:</b>		<b>Third Shift:</b>	<b>NO</b>	
			<b>Work Load:</b>	<b>S</b>	<b>Grade:</b>	<b>EA-5</b>	
<b>US Job Title:</b>			<b>German Tariff:</b>		<b>US Job Code:</b>		
<b>LN Supervisor:</b>	<b>NO</b>	<b>LN Manager :</b>	<b>NO</b>	<b>Over Time:</b>	<b>NO</b>	<b>Last Modified:</b>	<b>21 AUG 2019</b>

## Summary of Responsibilities

ACTIVELY ASSISTS CUSTOMERS IN THE SELECTION OF MERCHANDISE IN A SALES AREA WHERE SPECIALIZED MERCHANDISE KNOWLEDGE IS NOT REQUIRED. SELLS MERCHANDISE DIRECTLY TO CUSTOMERS, REQUIRING THE OPERATION OF A CASH REGISTER AND THE MAINTENANCE CONTROL, MERCHANDISE REPLENISHMENT, DISPLAY, HOUSEKEEPING, AND RECORD KEEPING.

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 JOB LOCATION: EUROPE, ITALY, RETAIL OPERATIONS  
 JOB NUMBER: 331

NOTE: THIS POSITION IS NOT AUTHORIZED IN SALES-PLUS STORES.

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1. ASCERTAINS CUSTOMERS' NEEDS; ADVISES CUSTOMERS ON CHARACTERISTICS, PRICES, FUNCTION, USE AND HANDLING, CLEANING AND MAINTENANCE OF THE MERCHANDISE AND SUITABLE SUBSTITUTES IF A SPECIFICALLY REQUESTED ITEM IS NOT AVAILABLE; EXPLAINS THE DIFFERENCE BETWEEN SIMILAR ITEMS OF DIFFERENT BRANDS OR TRADEMARKS. ASSISTS CUSTOMERS IN SELECTING MERCHANDISE AND MAY PREPARE SALES SLIPS.
  2. IN STORES NOT OPERATING UNDER THE CENTRAL CHECKOUT CONCEPT, OPERATES CASH REGISTER TO RECORD PAYMENT FOR MERCHANDISE SOLD. SECURES COUPONS OR MARKS RATION CARD WHEN RATIONED ITEMS ARE INVOLVED. COLLECTS MONEY DUE, MAKES CHANGE, AND MAINTAINS CHANGE FUND. MAKES REFUNDS UPON APPROVAL OF THE MANAGER AND PREPARES PRESCRIBED DOCUMENTS. RECONCILES CASH INTAKE AT CLOSE OF BUSINESS.
  3. DISPLAYS, PRICES AND ARRANGES MERCHANDISE ON SHELVES AND COUNTERS IN PROPER ORDER AND NEAT ATTRACTIVE APPEARANCE. ENSURES THAT COUNTERS ARE STOCKED WITH SUFFICIENT QUANTITIES OF MERCHANDISE AT ALL TIMES; PARTICIPATES IN REPLENISHING COUNTER STOCKS FROM STOCKROOMS. PRINTS PRICE TICKETS, SHELF LABELS AND PERFORMS MERCHANDISE COUNTS FOR REGULAR INVENTORIES. MAY ASSIST A HIGHER GRADED SALES CLERK IN MAINTAINING CONTROL RECORDS ON SENSITIVE MERCHANDISE.
  4. PERFORMS HOUSEKEEPING DUTIES IN THE SELLING AREA, SUCH AS CLEANING FIXTURES AND DUSTING MERCHANDISE; MAY CLEAN FLOORS, AS REQUIRED.
  5. ADVISES SUPERVISOR OF SUSPECTED CASES OF SHOPLIFTING AND OTHER SAFETY AND/OR SECURITY PROBLEMS.
  6. ENSURES SECURITY OF CASH, FIXED ASSETS, AND MERCHANDISE INVENTORY.

PERFORMS OTHER RELATED DUTIES AS ASSIGNED.

- PHYSICAL EFFORT:  
N/A

- SUPERVISORY CONTROL:  
WORKS UNDER GENERAL SUPERVISION. COMPLIES WITH REGULATIONS, PROCEDURES, PRACTICES, PRICE LISTS, AND RELATED PROCEDURAL ISSUANCES. ADHERES TO SAFETY, SECURITY, AND FIRE PREVENTION MEASURES. WORK PERFORMANCE IS REVIEWED FOR PROCEDURAL COMPLIANCE AND ADHERENCE TO ESTABLISHED PERFORMANCE STANDARDS.

- WORKING CONDITIONS:  
N/A

## Qualification Requirements

EDUCATION, EXPERIENCE, ABILITIES, AND SKILLS REQUIREMENTS ARE REFLECTED IN THE APPLICABLE CONDITIONS OF EMPLOYMENT FOR LOCAL NATIONAL EMPLOYEES OF THE U.S. ARMED FORCES IN ITALY (ATT. 1 & 5).

Employee's Acknowledgment: I understand the nature and scope of my official responsibilities. Receipt of a copy of the Job Description is acknowledged.

<b>EMPLOYEE SIGNATURE:</b>		<b>DATE:</b>	
<b>SUPERVISOR SIGNATURE:</b>		<b>DATE:</b>	