

## CITY OF OMAHA CLASS SPECIFICATION

No. 0560

### RETAIL OFFICE MANAGER

#### NATURE OF WORK

This is supervisory work in operation of retail. Work involves the hiring and supervising of sales clerks and the planning, scheduling, assigning, overseeing and evaluating their work. Work involves the receipt, accountability, safekeeping and issuance of inventory and maintains revenue records. An employee in this classification exercises independence in the performance of duties and receives general guidance from a superior.

ESSENTIAL FUNCTIONS (Any one position may not perform all the duties listed, nor do the listed examples include all the duties that may be performed in positions allocated to this class. Also, the duties are not necessarily listed in order of importance or frequency of performance.)

Responsible for the ordering, recording, unpacking, counting, packaging, storage and issuance of retail items.

Responsible for hiring, training, scheduling, assigning, overseeing and evaluating the sales staff and their performance.

Oversees and participates in the activities of the sales staff, such as preparation of receipts, vouchers, costs, budgets and other related items.

Conducts periodic and annual inventories, maintains stock control records and compiles related reports.

Prepares correspondence, reports and drafts of documents and responds to questions and complaints from sales staff and the public.

Coordinates departmental budget planning and maintains records of expenditures to keep within budgetary constraints.

Monitors and maintains expenditures and implement bidding procedure to purchase needed items.

Submits retail policies and procedures to supervisor and makes recommendations for changes as needed.

Responsible for day to day upkeep and maintenance of retail area.

Performs other related duties as assigned or as the situation dictates within the scope of this classification.

## REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of the principles of office supervision, record keeping, preparation of accurate financial reports and document processing methods.

Knowledge of basic accounting, budgeting, inventory and record keeping principles.

Knowledge of record keeping procedures and clerical duties involved in maintaining a storeroom and/or warehouse.

Ability to plan schedule, assign, oversee, train and evaluate the work of subordinate employees.

Ability to establish procedures for and participate in inventories.

Ability to understand and follow oral and written instructions and carry them out independently.

Ability to adhere to safety policies, procedures and guidelines.

Ability to stand, walk or sit from 26 to 50% of the time and to climb, reach, balance, bend, stoop, squat, kneel, crouch, crawl, push, pull or lift up to 25% of the time.

Ability to use up to twenty (20) pounds of force to move objects up to 33% of the time, to use up to ten (10) pounds of force to move objects from 34 to 66% of the time, and to use lesser amounts of force to move objects from 67 to 100% of the time.

EDUCATION AND EXPERIENCE (The knowledge, skills, abilities, and/or personal characteristics in this section may be acquired through, but are not limited to, the following combination of education and experience.)

High school diploma or equivalent

AND

Four (4) years of retail management experience, including two (2) years of retail supervisory experience.

## SPECIAL QUALIFICATIONS

Must be able to transport oneself or coordinate transportation to work sites throughout the City during the course of the work day.

WORKING CONDITIONS

Work is performed primarily in an office setting amid normal levels of noise, dust, fumes and odors. However, at times an incumbent is required to travel to other sites within the City and in so doing could be exposed to various weather conditions.

EQUIPMENT OPERATION (Any one position may not use all of the tools and equipment listed nor do the listed examples comprise all the tools and equipment that may be used in positions allocated to this classification.)

Computer  
Copier  
Printer  
Telephone  
Facsimile Machine

Approved: 9/27/07  
9/26/13