

Job Description

IT/Point of Sale System Coordinator

Pay Range:\$18-22 based on experience

Objective: To maintain accurate, up to date price files and shelf tags for all items in the store. And to coordinate store specials, batches and signage.

Status: Full time position, paid hourly

Reports to: General Manager

Supervises: None

Responsibilities:

Excellence in customer service is our primary goal. No other task should ever come before serving our customers.

I. IT

- a. Understanding of Networking protocols and ability to adaptively fix Networking issues as they arise
- b. Knowledge of Network security with focus on segmentation of card networks and PCI compliance
- c. General OS (mainly windows) knowledge and ability to troubleshoot hardware and software issues as they arise
- d. Knowledge of Windows Server group policy, users & groups and print services

II. Specials and Signage

- a. Enter sale batches into POS system coordinating with department buyers and managers.
- b. Ensure scanning accuracy of all sale items at all times.
- c. Coordinate with department managers to ensure accurate and timely sale signage at all times.
- d. Manufacture and print all sale signage, in coordination with department heads.
- e. In coordination with the marketing department and department managers, create and maintain templates for all sales signage.

III. Pricing

- a. Maintain pricing margins for each department, sub-department, and category.
- b. Monitor invoices and price catalogs for changes in wholesale prices.
- c. Analyze sales and inventory data to determine achieved margins.
- d. Work with department managers to set prices to achieve margin goals, as determined by the General Manager.

IV. POS Maintenance

- a. Ensure accurate price records for all items in store.
- b. Enter new products, delete discontinued items and enter price changes promptly and accurately into inventory records on POS system from information received from department managers. Correctly enter tax and foodstamp status.
- c. Generate reports on product movement for buyers and managers as requested.
- d. Maintain flipcharts with accurate PLU's.
- e. Generate shelf tags for new items and price changes. Spot check shelf tags throughout store on a rotation basis. Investigate and correct reported discrepancies between shelf tags and scanning prices.
- f. Train appropriate staff in use of system, monitor their access for accuracy and competency.

V. Other Responsibilities

- a. Attend department meetings, storewide meetings, and training as scheduled.
- b. Perform other tasks assigned by the General Manager.
- c. Coordinate and participate in quarterly physical inventory counts.
- d. Become familiar with and able to explain membership simply, efficiently, and completely
- e. Become familiar with the products carried at Durham Co-op Market and where they are located throughout the store. Gather product information from training, vendors, and experienced staff

- f. Work shifts as assigned, informing the General Manager of any difficulties in working assigned shifts as soon as possible
- g. Arrive at work allowing enough time to clock-in at the assigned time and be on the floor ready to begin work
- h. Attend and participate in mandatory staff and department meetings as scheduled
- i. Use store computers for business use only
- j. Keep supervisor informed of any problems or ideas
- k. Treat customer service as a the top priority
- l. Know and follow store policies and procedures

Qualifications:

- Experience with and knowledge of computer systems and software.
- Problem solving skills.
- Accuracy and attention to detail.
- Experience in a retail environment.
- Experience with ECRS Catapult (POS), Windows Server, SQL preferred