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ANNOUNCEMENT

May 3, 2021

THE UNIVERSITY OF GUAM SOLICITS APPLICATIONS TO ESTABLISH A LIST OF ELIGIBLES FOR THE FOLLOWING LIMITED TERM APPOINTMENT, FULL-TIME POSITION (SUBJECT TO THE AVAILABILITY OF FUNDS):

Announcement No. 071-21

Position Title
TRITON STORE MANAGER

<u>Salary Range:</u> UGPP/M 1 \$40,762.00 – UGPP/M 18 \$71,844.00 Per Annum	<u>Opening Date:</u> May 3, 2021 <u>Closing Date:</u> Continuous Until Filled
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Office of the President/University Marketing & Communications/Auxiliary Services/Bookstore

MINIMUM QUALIFICATIONS:

- Bachelor's degree in business or related field;
- Three (3) years of management and supervisory experience in a retail setting;
- Any equivalent combination of experience and training which provides the minimum knowledge, abilities and skills.

PREFERRED QUALIFICATIONS:

- Five (5) years of management and supervisory experience in a retail setting;
- Experience working in a bookstore or retail store within a higher education setting.

QUALIFICATIONS REQUIRED:

Pursuant to Public Law 26-87 as amended by Public Law 29-113, all future employees of any position within the Government of Guam will be required at minimum to possess one of the following:

1. A high school diploma; or
2. Successful completion of General Education Development (GED) Test; or
3. The equivalent of a general education high school program; or
4. Successful completion of a certification program, from a recognized accredited or certified vocational technical institution, in a specialized field for the job.

NATURE OF WORK:

The Triton Store Manager is responsible for the overall management of the Triton Store and retail operations at the University of Guam. The manager oversees operational planning; coordination of Triton Store activities on and off campus; Triton online store; supervision of support staff; procurement of textbooks, logo merchandise, technology, and sundries; and other aspects of retail operations including project planning, shipping and receiving, sales, cashiering, budgeting, financial analysis, and accounting support activities. The manager must model exceptional customer service, drive sales, and be a skillful problem solver. This position reports to the Auxiliary Services Director under the University Marketing & Communications Office.

KNOWLEDGE, ABILITIES AND/OR SKILLS:

Knowledge of retail management principles, purchasing, inventory control techniques and methods, and e-commerce operations. Knowledge of general accounting principles. Knowledge of budget development and implementation. Working knowledge of current technology and marketing techniques. Must demonstrate a commitment to customer service, a knowledge of routine and advanced customer service standards and procedures, and the ability to resolve customer complaints and concerns. Ability to communicate effectively, both orally and in writing. Ability to effectively supervise and manage staff and student employees. Ability to maintain records and prepare financial and other administrative reports. Ability to develop, coordinate, and implement marketing strategies and sales promotion activities. Experience in the use of a retail store management system and point of sale system.

CHARACTER OF DUTIES:

Provides leadership and oversight for all aspects of Triton Store retail operations and partner retail operations. Drives plans to execution, analyzes store financials, interprets trends, and makes recommendations to the Auxiliary Services Director and Chief Marketing & Communications Officer on strategies to positively impact future sales/expense opportunities. Prepares annual budgets, and financial and performance reports. Ensures effective performance management and maintains a culture of accountability. Develops cross-functional teams of engaged associates with the ability to execute initiatives and drive store operational standards and business results. Provides staff training, develops,

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and promotes a team environment, and provides leadership within the store to all staff levels. Develops a customer-centric experience and engages team members in the delivery/execution of that objective. Provides highest levels of customer service within the store and in all interactions with customers. Reviews enrollment numbers, history, inventory levels and current adoptions in order to ensure appropriate quantities for purchase and to buy back. Interacts with faculty and others as needed to gain access to adopted titles for upcoming semester far in advance to maximize profit. Manages the Triton Digital Access program and promotes the use and adoption of digital course materials. Manages the visual presentations and retail displays to create an exciting sales environment for customers. Ensures all back-office functions, including the preparation of invoices, process of chargebacks and coordination of stock shipments are completed in accordance with standard practices and procedures. Organize and supervise annual physical inventory of merchandise. Serve as University brand licensing manager for logo merchandise under the Chief Marketing & Communications Officer. Manages the licensing program and works with others to protect the University's licenses and trademarks. Review and implement a comprehensive marketing plan and promotional activities for all retail stores. Oversee the development and maintenance of the Triton Store website and foster a robust e-commerce marketplace. Performs other related duties as assigned.

EDUCATION:

Applicants claiming degrees or credit hours are required to upload a certified copy of the documents (e.g., transcripts, high school diploma, or GED certification) with the online job application through UOG's online employment portal at <http://uog.peopleadmin.com>.

WORK ELIGIBILITY:

Submission of completed job applications authorizes the University of Guam to seek and obtain information regarding the applicant's suitability for employment. All factors which are job-related may be investigated (e.g., previous employment, educational credentials, and criminal records). All information obtained may be used to determine the applicant's eligibility for employment in accordance with equal employment opportunity guidelines. In addition, the applicant releases previous employers and job-related sources from legal liability for the information provided.

Section 25103, Chapter 25, Title 10 of the Guam Code Annotated requires college or university employees to undergo a physical examination, to include a test for tuberculosis (skin or x-ray), prior to employment and at least annually thereafter. A report of such examination must be conducted by a licensed physician within a state or territory of the United States and must be submitted upon request.

Federal law requires presentation of eligibility to work in the United States within seventy-two (72) hours of reporting for employment. Specifically, 8 USC 1324A requires the employer to verify the identity and eligibility to work in the United States of all newly hired employees. The University of Guam is required to comply with this law on a non-discriminatory basis. If you are hired to fill a position within the University of Guam, you will be required to present valid documents to comply with the law.

POLICE AND COURT CLEARANCE:

Pursuant to Public Law No. 28-24 and Executive Order No. 2005-34, applicants selected for a position are required to provide original police and court (Superior Court of Guam) clearances of no more than three (3) months old prior to commencement of employment. Off-island applicants must obtain clearances from their place of residence. Applicants are responsible for fees associated with obtaining the clearances.

HOW TO APPLY:

All applicants must submit an online job application through the UOG's online employment portal system at <http://uog.peopleadmin.com> and upload supporting documents with their application. For further information, please call 735-2350.

UNIVERSITY INFORMATION:

Information on the University's campus security and fire safety may be accessed at <http://www.uog.edu/hro> (under Links).

THE UNIVERSITY OF GUAM IS AN EQUAL OPPORTUNITY EMPLOYER AND PROVIDER:

The University of Guam complies with Public Law 24-109 in reference to the provisions and requirements of the Americans with Disabilities Act. Assistance in EEO/ADA matters and inquiries concerning the application of Title IX and its implementing regulations may be referred to the University's Director, EEO and Title IX/ADA Coordinator, located at the EEO/ADA Office, Dorm II, Iya Hami Hall, Room 104, Telephone No. (671) 735-2244; TTY (671) 735-2243; or to the Office of Civil Rights (OCR).


Joseph Gumataotao (May 3, 2021 16:55 GMT+10)

JOSEPH B. GUMATAOTAO
Acting Chief Human Resources Officer

Triton.Store.Manager.05/03/21
Approved by ACHRO 05/03/21