POSITION ANNOUNCEMENT

TITLE: SERVICE ASSOCIATE – TECH
DEPARTMENT: TITAN SHOPS – TITAN TECH
REPORTS TO: TITAN TECH SUPERVISOR AND MANAGER
HOURS: PART-TIME (UP TO 20 HOURS PER WEEK)
SALARY: $9.00/PER HOUR
FLSA STATUS: NON-EXEMPT

POSITION SUMMARY:
Under the direct supervision of the Titan Tech Center Lead and Titan Tech Center Supervisor, this position will be responsible for providing excellent customer service, merchandising the sales floor, and assisting the Lead and Supervisor in the day-to-day operations of the department.

ESSENTIAL FUNCTIONS:
• Promote customer service by striving to exceed customer expectations with timely communications and follow through
• Perform routine office and merchandising duties accurately and timely
• Recommend products to customers that best match their needs. Demonstrate and sell computer hardware, software and/or related items. Communicate quotations/bids and general information to customers using e-mail, phone, and fax machine. Accurately complete required database forms for order, sale and delivery of merchandise.
• Cross train at cash registers for peak season backup to sales floor
• Use the Internet to research product pricing and information, and to remain informed on vendor and manufacturer current product
• Assist Supervisor with inventory reporting and low stock number
• Assist Supervisor with the preparation and completion of accurate purchase orders.
• Assist the Supervisor with price changes
• Assist in training Titan Office Associates on Titan Tech Center procedures
• As needed, assist other team members such as Titan Gear and Titan Office Associates to accomplish day-to-day operations
• Assist the Supervisor in the preparation and execution of inventory cycle counts as directed
• Perform other duties as assigned

MINIMUM QUALIFICATIONS:
• Willingness to receive supervision from Titan Tech Center Lead, Titan Tech Center Supervisor and Titan Tech Center Manager
• Excellent organization, communication and customer service skills
• Accurate and timely completion of goals and objectives
• Ability to meet deadlines and provide accurate information and follow through on customer requests and needs
• Adherence to policies and procedures
- Desire and ability to learn
- Ability to work in a fast-paced environment
- Retail merchandising and marketing experience
- Computer/Supply retail experience (emphasis on sales)
- Cash handling experience
- Proficiency in Microsoft Word, Microsoft Excel, and Microsoft Outlook
- General office skills (copy machine, e-mail, fax, filing and phone)
- Typing skills at 30 wpm
- Apple Sales Training Online: must reach June 30th and December 31st goals
- Punctual attendance

EDUCATION:
High School Diploma or equivalent
College courses desired

PHYSICAL DEMANDS:
Ability to bend and reach overhead on a daily basis; requires lifting 1-5 lbs. frequently and over 25 lbs. occasionally

APPLICATION PROCEDURE:
To be considered an applicant; you must apply through our online applicant portal found on the following site:

http://asc1app.fullerton.edu/Finance/applicant/public/default.aspx

Please include an attachment with your hour’s availability when applying through the portal.

If you are a qualified individual with a disability or a disabled veteran, you have the right to request an accommodation if you are unable or limited in your ability to use or access our career center as a result of your disability. To request an accommodation, contact a Human Resources Representative at ascemployment@fullerton.edu.

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