University of Edinburgh
Job Description

1. Job Details
Job title: Sales and Information Assistant
School/Support Department: Communications and Public Affairs
Unit (if applicable): Student and Academic Services
Line manager: Departmental Administrator

2. Job Purpose
To assist in sales and information provision in the University of Edinburgh Centre, responding to enquiries from the public and within the University via email, post, telephone and over-the-counter. To maintain appropriate stock levels and financial records for the giftshop and to provide general clerical support for the department.

3. Main Responsibilities

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<th>Approx. % of time</th>
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<td>1. Responding to enquiries from students, staff and the general public in person, by post, email and telephone in order to provide accurate and appropriate information. 35%</td>
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<td>2. Sale of University merchandise to public and university community, with attention to accurate money handling and secure banking. 15%</td>
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<td>3. Processing online sales (checking/processing payment and posting goods) to ensure timely delivery and accurate book-keeping. 10%</td>
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<td>4. Processing internal payments, contacting departments and arranging delivery of goods to supply other departments with corporate merchandise. 10%</td>
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<td>5. Maintaining shop displays, monitoring stock levels and assisting supervisor in stock innovation in order to develop and promote sales. 10%</td>
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<td>6. Responding to press enquiries, passing requests to media team and providing contacts via the Directory of Experts in order to ensure professional, appropriate and timely responses. 5%</td>
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<td>7. Book-keeping: maintaining accurate financial records of all income and outgoings for giftshop in order to prepare summaries for supervisor and departmental administrator. 10%</td>
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<td>8. Assisting with events administration and ticketing (through authorisation of Departmental Administrator) to ensure smooth and professional running of lectures and other events. 5%</td>
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4. Planning and Organising
Planning stock levels to maintain stock-levels up to 2 months in advance, anticipating future sales levels. The job also involves organisation of several simultaneous tasks (public enquiries, shop management and online sales). The holder must also maintain comprehensive financial and transaction records.

5. Problem Solving
Most of the demand for problem solving arises from public and staff enquiries. The majority of enquiries can be answered by reference to University databases and other departmental resources: the remaining are to an appropriate department or individual within the University. Errors or refunds made at the giftshop till are referred to the supervisor for correction, as are any complaints about quality of service in the information centre or online shop. Problems with suppliers are resolved in consultation with supervisor.
6. Decision Making
Decisions relating to stock maintenance are normally made alone, though advice is
sometimes sought from supervisor to confirm planning requirements. Decisions on new
suppliers or lines for sale are made in close consultation with supervisor. Difficult or
potentially controversial enquiries (e.g. from the press) are referred to the appropriate
member of staff or answered in consultation with the information centre supervisor and other
members of CPA as is appropriate.

7. Key Contacts/Relationships
Contact with staff from across the University for the provision of general information services
and corporate gifts; contact with members of the public, members of the press and
commercial suppliers for the provision of information and the acquisition of giftshop stock.
This role frequently involves acting as a hub (or secondary switchboard) for enquiries, re-
directing callers, visitors and emails to appropriate departments and members of staff.

8. Knowledge, Skills and Experience Needed for the Job
Good interpersonal skills and a helpful and friendly attitude are essential for this position, as
is a working knowledge of the University and the city of Edinburgh. The position holder also
needs to be fully computer literate, numerate and show a high level of attention to detail.
The position holder needs to be able to accept direction from the centre supervisor, as well
as show initiative in the management of their own work-load.

9. Dimensions
This role directly affects the work of all of the members of CPA and a wide number of other
staff in various departments. Visitors to the information centre average at 1800 a month,
rising during the festival, graduation and Christmas seasons. Emails and telephone calls
vary from 20-40+ each day.

10. Job Context and any other relevant information
The person in this post regularly acts as the first and primary point of contact between the
University and the general public and is responsible for establishing a positive and
professional initial impression. This post is also currently a job-share position.