

## Career Group Concept &amp; Illustrative Examples of Work

Enterprise Operations

(To Replace: UH Assistant Bookstore Manager I-II, UH Bookstore Department Manager I-II, UH Bookstore Manager I-II, UH Bookstore Operations Officer, UH General Bookstore Manager and UH Administrative & Fiscal Support Specialist)

Career Group Concept:

The Enterprise Operations Career Group consists of positions engaged in retail sales, entrepreneurial initiatives, commercial and enterprise operations and/or warehouse operations with particular emphasis on the provision of quality customer service to members of the University community and general public at-large while insuring merchandise sales and services or commercial and/or enterprise operations are in compliance with applicable State laws, rules and regulations and University policies and procedures. Positions in the Career Group range from entry level practitioner positions to positions of subject matter experts and/or program managers/ administrators with responsibility to direct and oversee programmatic policies, program operations to include strategic planning, program development and service delivery.

Illustrative Examples of Work:

**Note: The “Illustrative Examples of Work” are intended to serve as guides - not absolute standards. A position may be assigned to this Career Group when it meets the Career Group Concept and the majority of the position’s work time is associated with the performance of some of the described duties and responsibilities performed by positions in the Career Group.**

Directs and/or participate in revenue generating or break even entrepreneurial and commercial retail and enterprise operations associated with the sales of merchandise and/or provision of ancillary services to faculty, staff, students and the general public; directs and participates in retail sales of books and merchandise by researching and analyzing sales, costs, operations, vendor programs, inventories and net income data for purposes of discerning trends and development of bases for recommending or implementing changes in product mix, vendors, changes in negotiable terms, method of shipping, pricing, stocking levels, retail sales and bookstore operations and/or cost control procedures; designs, develops, lays-out, prepares advertising financial plans and advertising copy and/or coordinates promotional exhibits, campaigns, displays, events, media releases and other merchandising initiatives; consults, advises and assists faculty and students in the selection, ordering and purchasing of books; plans, executes, directs and supervises such ancillary program activities as book buy-back programs, warehouse

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operations including shipping and receiving activities, maintenance and repair activities and cashiering operations; plans, directs and supervises program operations to include the promulgation, implementation, interpretation and maintenance of policies, procedures, practices and systems; and supervises subordinate level professional, technical and/or clerical personnel.