

Sales & Operations Coordinator (7551U), Lawrence Hall
of Science - 74836
University of California, Berkeley

Direct Link: <https://www.AcademicKeys.com/r?job=252250>

Downloaded On: Jan. 31, 2025 4:02am

Posted Jan. 28, 2025, set to expire Jun. 30, 2025

Job Title	Sales & Operations Coordinator (7551U), Lawrence Hall of Science - 74836
Department	
Institution	University of California, Berkeley Berkeley, California
Date Posted	Jan. 28, 2025
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Professional Staff
Academic Field(s)	Administrative Support/Services
Apply Online Here	https://apptrkr.com/5957573

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Job Description

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Sales & Operations Coordinator (7551U), Lawrence Hall of Science - 74836

About Berkeley

At the University of California, Berkeley, we are dedicated to fostering a community where everyone feels welcome and can thrive. Our culture of openness, freedom and belonging make it a special place for students, faculty and staff.

As a world-leading institution, Berkeley is known for its academic and research excellence, public mission, diverse student body, and commitment to equity and social justice. Since our founding in 1868, we have driven innovation, creating global intellectual, economic and social value.



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We are looking for applicants who reflect California's diversity and want to be part of an inclusive, equity-focused community that views education as a matter of social justice. Please consider whether your values align with our [Guiding Values and Principles](#), [Principles of Community](#), and [Strategic Plan](#).

At UC Berkeley, we believe that learning is a fundamental part of working, and provide space for [supportive colleague communities via numerous employee resource groups](#) (staff organizations). Our goal is for everyone on the Berkeley campus to feel supported and equipped to realize their full potential. We actively support this by providing all of our full-time staff employees with at least 80 hours (10 days) of paid time per year to engage in professional development activities. Find out more about how you can [grow your career](#) at UC Berkeley.

Departmental Overview

The Lawrence Hall of Science is UC Berkeley's public science center. The Lawrence welcomes more than 120,000 visitors every year.

We welcome candidates who have demonstrated capacity to create inclusive work environments, work effectively on diverse teams, and serve the diverse communities with whom we currently work and want to attract. We are committed to hiring and retaining racially and gender diverse, culturally competent leaders at all levels of the organization who reflect the demographics of our community and continually deepen their skills and competencies.

Position Summary

The Sales & Operations Coordinator leads sales and daily business operations at the Lawrence Hall of Science. They operate the admissions desk, the museum store, and support the sale of all Lawrence products including show tickets, camps, school visits, and other products and programs. They write daily staff schedules, manage staff workflow, inspire and assist all staff in selling, creating a welcoming environment, ensuring customer satisfaction, and resolving any customer service issues that arise. Other duties may include store buying, membership processes and communication, and the recruiting and scheduling of part-time staff.

Application Review Date

The First Review Date for this job is: 12/19/2024.

Responsibilities

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- Lead associate staff (clerk/cashiers) in daily operations, opening and closing, approving returns/voids, and other daily managerial duties.
- Ensure that all staff understand work plans and assignments for the day and everything is running smoothly and on time.
- Manage workflow throughout the day according to the needs of the business.
- Create a positive visitor experience by providing excellent customer service, leading staff effort to foster an inclusive, friendly, welcoming style.
- Resolve customer service issues using predetermined guidelines.
- Operate a cashiering station when needed following UC secure cash handling and PCI compliance policies.
- Support the sales of membership, museum store merchandise, group visits, wholesale, camps and programming at school sites to customers in person, over the phone, and through email.
- Assist with market research, product selection, sales tactics, and merchandising.
- Track sales data and provide data to stakeholders. Work with a team to meet audience needs and hit sales goals.
- Recruit new employees, participate in interviews, schedule staff, and ensure correct hours worked are recorded. Develop and give training modules to staff for new processes.
- Model sales practices, setting an example for associates.
- Help track associate sales performance and provide coaching.
- Perform standard business and communication processes on a daily, weekly, and seasonal basis.
- Ensure all customer service items and sales actions are tracked and completed following established policy.
- Coordinate sales information and workflow between multiple stakeholders using Monday.com.
- Other duties as assigned given business needs and professional development.

Required Qualifications

- Supervisory experience in a retail, food service, museum or educational attraction or other relevant supervisory experience.
- Commitment to fostering equity, inclusion, belonging, team connectedness and mutual respect across all staff
- Excellent verbal and written communication skills.
- Enthusiastic, friendly, service-oriented approach.
- Bachelor's degree in related area and/or equivalent experience/training.

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Preferred Qualifications

- Retail purchasing experience.
- Experience selling to schools.
- Task management software experience, especially Monday.com.

Salary & Benefits

This is a 12-month, full-time (40 hours/week), contract appointment, eligible for UC benefits with the possibility of extension with continued funding. This is a non-exempt, hourly paid position.

For information on the comprehensive benefits package offered by the University, please visit the University of California's [Compensation & Benefits](#) website.

Under California law, the University of California, Berkeley is required to provide a reasonable estimate of the compensation range for this role and should not offer a salary outside of the range posted in this job announcement. This range takes into account the wide range of factors that are considered in making compensation decisions including but not limited to experience, skills, knowledge, abilities, education, licensure and certifications, analysis of internal equity, and other business and organizational needs. It is not typical for an individual to be offered a salary at or near the top of the range for a position. Salary offers are determined based on final candidate qualifications and experience.

The budgeted hourly range that the University reasonably expects to pay for this position is \$29.31-\$34.71.

How to Apply

- To apply, please submit your resume and cover letter.

Other Information

- This is not a visa opportunity.
- This recruitment has 2 openings.

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Conviction History Background

This is a designated position requiring fingerprinting and a background check due to the nature of the job responsibilities. Berkeley does hire people with conviction histories and reviews information received in the context of the job responsibilities. The University reserves the right to make employment contingent upon successful completion of the background check.

Mandated Reporter

This position has been identified as a Mandated Reporter required to report the observed or suspected abuse or neglect of children, dependent adults, or elders to designated law enforcement or social service agencies. We reserve the right to make employment contingent upon completion of signed statements acknowledging the responsibilities of a Mandated Reporter.

Misconduct

SB 791 and AB 810 Misconduct Disclosure Requirement: As a condition of employment, the final candidate who accepts a conditional offer of employment will be required to disclose if they have been subject to any final administrative or judicial decisions within the last seven years determining that they committed any misconduct; received notice of any allegations or are currently the subject of any administrative or disciplinary proceedings involving misconduct; have left a position after receiving notice of allegations or while under investigation in an administrative or disciplinary proceeding involving misconduct; or have filed an appeal of a finding of misconduct with a previous employer.

"Misconduct" means any violation of the policies or laws governing conduct at the applicant's previous place of employment, including, but not limited to, violations of policies or laws prohibiting sexual harassment, sexual assault, or other forms of harassment, discrimination, dishonesty, or unethical conduct, as defined by the employer. For reference, below are UC's policies addressing some forms of misconduct:

https://apptrkr.com/get_redirect.php?id=5957573&targetURL=

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[UC Sexual Violence and Sexual Harassment Policy](#)

[UC Anti-Discrimination Policy](#)

[Abusive Conduct in the Workplace](#)

Equal Employment Opportunity

The University of California is an Equal Opportunity/Affirmative Action Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, or protected veteran status. For more information about your rights as an applicant, please see the https://apptrkr.com/get_redirect.php?id=5957573&targetURL=U.S. Equal Employment Opportunity Commission poster.

The [University of California's Affirmative action policy](#).

The [University of California's Anti-Discrimination policy](#).

To apply, visit

https://careerspub.universityofcalifornia.edu/psc/ucb/EMPLOYEE/HRMS/c/HRS_HRAM_FL.HRS_CG_S

Contact Information



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Please reference Academickeys in your cover letter when
applying for or inquiring about this job announcement.

Contact

N/A

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