



Position Title: Generalist I
Location: PDX
Group: A
Date: 06/2024

Position Summary:

Individuals in this position are primarily focused on customer service, cashiering, active bookselling and the visual presentation of the store. As employees become familiar with various duties, they are assigned more complex tasks and responsibilities. Generalists may do any or all of the essential functions below based on scheduling and business priorities. Reports to PDX management.

Essential Functions:

- **Customer Service:** Understands and consistently upholds Powell's customer service standards. Uses knowledge of Powell's products, tools, and services to make recommendations and meet customer needs.
- **Communication/Teamwork:** Effectively communicates with teammates, supervisors, and other departments/locations as needed. Demonstrates flexibility and ability to adapt to change and revised priorities. Competently learns new skills and tasks. Participates in training others.
- **Cashiering:** Processes sales and returns at register ensuring accurate cash handling, paperwork, data entry, inventory integrity, and effective line management. Maintains awareness of surroundings, performing duties with high regard to safety and security protocols.
- **Merchandising/Section Maintenance:** Actively merchandises and maintains integrity of section organization, shelf labels, shelf talkers, endcaps, and overstock. May partner with corporate marketing specialists to create displays that generate customer interest and sell books and gifts.
- **Shelving:** Understands and upholds Powell's sorting, restocking, shelving and visual presentation standards as well as productivity expectations.
- **Inventory Management:** Effectively participates in tasks across product lines such as pulling and processing returns, culls, and internet orders. Attains competence in a range of processes including markdowns, cycle counting, data entry, receiving product into inventory.
- **Work Environment:** Demonstrates consistent adherence to safety protocols; maintains sanitary and organized work stations, workspaces, and sales areas
- Other duties as assigned.

Requirements / Qualifications:

- PDX employees must be able to pass a ten-year background check with the Port of Portland & acquire & maintain a security badge for PDX.
- Demonstrated retail, book sales, or restaurant experience preferred.
- Excellent communication/interpersonal skills, both verbal and written.
- Excellent customer service skills.
- Demonstrated computer familiarity.
- Accuracy and attention to detail.
- Strong organizational and time-management skills.
- Ability to work independently and as a part of a team.
- Ability to handle multiple tasks and priorities.
- Love of books and reading.
- Physical requirements – Group U