

Point of Sale (POS) Administrator

Job Summary:

This position is responsible for the management of the store point of sale system (ECS Catapult). Primary position responsibilities include the maintenance of membership and inventory databases. This position will provide support for daily POS operations to ensure proper performance and up-to-date features to drive store performance. Works with store personnel to verify systems are functioning as intended. Requires excellent communication skills and knowledge of store operations and store systems.

Essential Duties:

- Work with management team to understand the business and operational needs and configure the POS system to meet those needs
- Maintain POS membership and inventory databases
- Create and update inventory items, promotions, discounts, menus, tenders, etc. in the POS System
- Input customer information, and update working hours and leave of absence requests for member owners
- Address customer questions and/or concerns
- Receive purchase orders and update product pricing and supplier information
- Prepare inventory, membership, and financial reports
- Perform other POS development or maintenance as required, such as installing/coordinating regular system updates
- Coordinate equipment and staff for quarterly inventory and reconcile inventory on-hand counts
- Remain current on retail technology and recommend changes to achieve company goals
- Install new hardware and software as needed
- Troubleshoot store hardware and software, including office computers, printers, POS terminals, POS printers, and other peripheral hardware and software
- Ensure that all store computers and peripheral devices remain PCI compliant
- Troubleshoot and diagnose technical problems and work with POS vendors and/or third-party technicians on issues needing assistance
- Work closely with applicable staff to ensure they have a good understanding of system functionality and processes
- Establish and refine processes and procedures related to position and improve efficiencies
- Work with IT Committee to create and execute long-term strategy

Preferred Experience/Skills

- Possess a good understanding of retail operations and processes; experience with retail point of systems a plus
- Learn and adapt to new applications/systems quickly
- Excellent attention to detail
- Previous customer service experience strongly desired
- Possess effective problem solving skills
- Ability to work independently and as part of a team
- Handle constantly changing workflow; remain productive during slower periods and be able to multitask during fast-paced times