

Job Description

Job Title:	Manager, Feds Used Books
Department:	Waterloo Undergraduate Student Association (WUSA)
Reports To:	Manager of Commercial Operations
Jobs Reporting:	Student Managers Approximately 30-40 Part-time Staff
Salary Grade:	USG 8
Effective Date:	September 2019

Primary Purpose

The Feds Used Books Manager is accountable for the effective operations and strategic oversight of both the physical and online Used Book Store including timely and affordable provision of course materials and trade books to students, staff, faculty, and alumni. The incumbent is responsible for all of the unit's management and oversight, and works to position the Used Book Store as a trusted source for academic course material and stationery materials that enrich the student academic experience and support student success.

Key Accountabilities

1) Strategic management

- Set annual objectives through a strategic plan by developing, implementing and evaluating business strategies consistent with the organization's vision, mission and long-range plan.
- Create annual budget for operations including capital expenditure proposals; working with the Manager of Commercial Operations and Senior Management to administer annual budgets and implementing and administrating effective operating policies and procedures.
- Responsible for all routine day-to-day management decisions; including procurement and provision of course material in print and other academic support resources for the University of Waterloo community, to be distributed through both physical and online stores, including managing obsolescence, shrinkage, write-downs and price reductions.
- Accountable for ensuring core business processes within outlets are conducted accurately and efficiently; including scheduling, ordering, cash controls, merchandising and processing transactions.
- Ensure operations are in compliance with Health & Safety laws, and WUSAs & University of Waterloo policies, procedures and visions.
- Implements systems and processes to establish and maintain records for the operating unit.

2) Effective Retail Performance using Financial Management and Planning:

- Price all products consistent with gross margin targets.
- Order goods on a timely basis and ensure store is adequately and appropriately stocked.
- Process all invoices to ensure accuracy of product, pricing and quantity purchased.
- Establishes and maintains an effective and timely course material adoption process by liaising between the Book Store and faculty departments campus-wide while ensuring constructive and proactive relations
- In conjunction with the Marketing Specialist, develop and implement strong, cohesive promotional strategies and marketing campaigns.
- Takes overall responsibility for managing relationships with vendors, including negotiating prices, rebates and discounts that are favorable for the University of Waterloo Undergraduate Student.
- Create and monitor annual strategic plans and budgets for outlets in conjunction with the Manager of Commercial Operations.
- Reconcile inventory received to purchased orders and performs corrective steps if required.
- Provide weekly sales & labour and operations report to Manager of Commercial operations
- Responsible for establishing and achieving margins and labour costs as per budget.

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<ul style="list-style-type: none">• Accountable for all financial targets of outlets set out in budget/ strategic plans.• Financial management, reporting & analysis for budgeting, sales & profit purposes. Forecast sales, summarize and produce reports.
<p>3) Staff Management:</p> <ul style="list-style-type: none">• Provide daily correspondence and direction to supervisors to ensure outlets and shifts are operating to set standards.• Ensure all staff are properly trained to focus on the provision of friendly and professional service consistent with the overall operating philosophy of WUSA & UW policies and procedures.• Review and authorize bi-weekly payroll including reconciling schedules to labour reports and investigate any variances.• Initiates and conducts termly performance evaluations to all employees.• Ensures staff provide outstanding customer service.• Hire, train and evaluation of 30-40 part-time staff with a very high turnover rate; supervision of staff to include: hiring, training, evaluation and discipline.
<p>4) Relationships and Collaboration:</p> <ul style="list-style-type: none">• Establishes and maintains strong partnerships and relationships within UW community as well as other post-secondary institutions and third-party vendors to ensure best practices are being implemented.• Promote use of resalable course materials to faculty to allow future use by other students• Ensure regular feedback and communication with students to determine product offerings, hours of operation and service levels.• Work with UW Shipping Department to ensure Agile processes are followed for shipments.• Collaborate with Accounting to ensure area complies with WUSAs cash controls, sales are being recorded accurately and customer cheques are printed in time for customer pickups.• Meet regularly with Marketing Specialist to review upcoming promotions, hours of operations, hiring campaigns, and ensuring products sold are relevant to student trends/ demands.• Key individual in maintaining positive relationships with all vendors, some of which are based outside of Canada.• Demonstrate ability to interact with and support students.
<p>5) Customer Service:</p> <ul style="list-style-type: none">• Commits to positive interactions with all internal and external customers, and provides appropriate level of assistance regardless of situation or location.• Ensures that all customer inquiries are handled in a professional, timely manner; and in cases when customers should be redirected to other staff, the incumbent will ensure that the redirection is complete and that the customer is not left without service.• Ensure all equipment is maintained and replaced as required.

**All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.*

Required Qualifications

<p>Education</p> <ul style="list-style-type: none">• Completion of a University Bachelor's degree in a related field, or equivalent education and experience.
<p>Experience</p> <ul style="list-style-type: none">• Minimum of 3+ years in retail management• 2+ years of supervisory experience in a business or post-secondary environment related to customer service operations• Demonstrated experience negotiating product purchases, with accountability for meeting margin and pricing targets• Previous experience developing, implementing and evaluating business strategies
<p>Knowledge/Skills/Abilities</p>

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- Outstanding customer service skills, excellent organizational skills, attention to detail, and strong administrative abilities.
- Must have excellent interpersonal, leadership and written & verbal communication skills.
- Proven ability to lead a shift-based team and manage performance
- Business acumen and analytical skills, critical thinking, demonstrates relationship-building skills.
- Ability to effectively work in a high volume retail operation with proven good judgement and excellent problem solving skills
- Previous exposure to or knowledge of sourcing products from outside parties

Nature and Scope

- **Contacts:** Internally, communicates with all full-time staff to ensure operations are supported effectively through all WUSAs departments. Externally, working with vendors and suppliers to ensure optimal service and pricing. The incumbent has regular contact with campus groups and off-campus suppliers to maintain and develop positive customer relationships and beneficial vendor relations.
- **Level of Responsibility:** For the areas under their oversight as outlined above, the Feds Used Books Manager is responsible for the overall financial and service performance, for meeting the strategic goals and the revenue, and profitability and efficiency targets set for the store. Staffing for this area includes Student Managers, Supervisors, and Customer Service Representatives (approximately 30-40 part-time staff).
- **Decision-Making Authority:** This position has decision-making authority for the items outlined above. Responsible and accountable for establishing the priorities for the operations and addressing the changes to strategic plans by consulting directly with the Manager of Commercial Operations as appropriate.
- **Physical and Sensory Demands:** This position requires exertion of physical sensory effort resulting in slight fatigue, strain or risk of injury lifting up to 50lbs would be required. Higher volume of customers in the first few weeks of class which result in higher number of distractions.
- **Working Environment:** Typical retail and office work environment. There may be varying hours or schedules, including but not limited to extended weekend hours, weekday extended hours with varying volumes of work at different times of year.