Job Description

Job Title: Manager, Technology Sales & Service
Department: Print + Retail Solutions
Reports To: Director
Jobs Reporting: Computer Technical Support Specialist
Coordinator, Technology Sales & Service
Salary Grade: USG 8
Effective Date: Aug 1, 2017

Primary Purpose
The Manager, Technology Sales & Service is accountable for the strategic oversight, effective operations and revenue growth of uPrint, the campus-wide fleet of multi-function printers and copiers, and other technology sales and service. The incumbent identifies and leverages opportunities and partnerships to position the areas under his or her oversight as the trusted source for printing and technology needs, by building strong working relationships with campus partners and providing excellent customer service.

Key Accountabilities

Leadership
- Contributes to goal-setting and strategic planning for the department as a member of the P+RS Management Team, and implements those plans and goals within his or her area
- Assists in the creation of and adherence to P+RS’ standards of excellent customer service
- Ensures effective communication of departmental direction and initiatives to direct reports by establishing transparency through shared P+RS goal setting
- Proactively participates in P+RS project prioritization and reviews it on an ongoing basis, while taking the initiative to make recommendations to the Director with respect to potential customer service and conversion improvements to increase sales and profitability
- Models the values of the P+RS department and the priorities of the Management Team in interactions with internal and external partners

Effective Retail Performance
- Develops and implements processes and procedures through shared team planning to ensure that strategic goals are realized and business targets are met
- Establishes targets and evaluates financial performance by applying analytical skills to assess revenue, margins, expenses, pricing, promotions and inventory management
- Develops and implements strong, cohesive promotional strategies, marketing campaigns and business development strategies
- Takes overall responsibility for managing relationships with vendors, including negotiating prices, rebates and discounts that are favourable for the University of Waterloo and customers
- Researches new emerging technologies and opportunities in higher education
- Responds quickly, thoroughly and professionally to requests for quotations and information
**Effective Operations**
- Responsible for the day-to-day procurement and provision of inventory items to be distributed through both physical and online stores, including managing obsolescence, shrinkage, write-downs and price reductions
- Establishes and maintains effective and timely processes and response times by liaising with on- and off-campus partners
- Prepares and administers annual budgets, and recommends, implements and administers effective operating policies and procedures
- Responsible for ensuring accuracy and integrity of sales transactions from point-of-sale, department charges, lease payments, price-per-click charges, etc.
- Facilitates the application of up-to-date technology resources to ensure customer needs are met effectively
- Develops strategies to build customer loyalty and strengthen the P+RS Rewards program
- Identifies opportunities for operational efficiency through proper human resource planning and management and effective allocation of financial and operational resources
- Implements systems and processes to establish and maintain records for the operating unit
- Takes the lead on RFP processes for technology and services (e.g., multi-function printers and copiers), along with ensuring effective implementation, communication and ongoing management

**Staff Management**
- Trains, supervises and mentors direct reports and team members
- Initiates and conducts regular performance conversations and annual reviews with direct reports
- Addresses performance and staffing issues quickly and decisively – and proactively, whenever possible – within his or her team

**Collaboration**
- Interacts regularly with the Management Team and all P+RS staff and supports cross-promotion of products and services wherever possible
- For needs specific to the Student Life Centre retail outlet, works closely with the Manager, General Merchandise to ensure merchandising and customer needs are met
- Establishes and maintains strong partnerships and relationships with units throughout the university and the affiliated colleges
- Establishes and maintains strong collegial and productive relationships with colleagues at other post-secondary institutions, sharing best practices and developing solutions to shared issues within the sector

**Customer Service**
- 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 customer is not left without service
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**Required Qualifications**

**Education**
- University degree, or equivalent education and experience
- Post-secondary training in business, purchasing, marketing, information systems and technology and/or analysis is an asset
- Education and/or professional experience in retail management and/or copier fleet management is preferred

**Experience**
- Minimum three years of supervisory experience in a business or post-secondary environment
- Minimum two years of experience negotiating product purchases, preferably in an academic setting, with accountability for meeting margin and pricing targets
- Experience and demonstrated comfort using databases, spreadsheets and new technologies

**Knowledge/Skills/Abilities**
- Familiarity with print management software (e.g., PaperCut)
- Business acumen and analytical skills
- Critical thinking
- Demonstrated leadership ability
- Excellent written and verbal communication skills
- Interpersonal skills and relationship-building
- Familiarity with relevant University of Waterloo policies, procedures, and guidelines including Health and Safety, Staff Employment, Conflict Management and Human Rights, and AODA requirements is preferred
- Intermediate skill with MS Office suite

**Nature and Scope**
- **Contacts:** Beyond connections with P+RS colleagues, the incumbent has regular contact with campus groups and off-campus suppliers to maintain and develop positive customer relationships and beneficial vendor relations. The incumbent also maintains excellent relationships with colleagues from other institutions to gather best practices and share information related to providing the best service possible to the campus community.
- **Level of Responsibility:** For the areas under his or her oversight as outlined above, the Manager, Technology Sales & Service is responsible for the overall financial and service performance, and for meeting the strategic goals and the revenue, profitability and efficiency targets set for his or her area. Staffing for this area includes two full-time staff members and casual/student staff members from time to time.
- **Decision-Making Authority:** This position has decision-making authority for the items outlined above.
- **Physical and Sensory Demands:** This position requires exertion of physical sensory effort resulting in slight fatigue, strain or risk of injury. Some lifting, bending and stretching is required from time to time, in order to move/display printers, copiers and products for sale.
- **Working Environment:** This position works in a typical retail store and office environment. There may be unusual hours or schedules, extended weekend hours, or weekday extended hours with varying volumes of work at different times of the year. Some travel may be required.