

Job Description

Job Title:	Customer Service & General Books Specialist
Department:	Print + Retail Solutions
Reports To:	Manager, Course Materials
Jobs Reporting:	None
Salary Grade:	USG 5
Effective Date:	August 1, 2017

Primary Purpose

The Customer Service & General Books Specialist is accountable to the Manager, Course Materials for all Book Store customer service functions both in-store and online. This position is responsible for all general book special orders and is the primary contact for all Book Store author and bookselling events.

Key Accountabilities

Effective Communication & Client Service

- Provides excellent customer service to Waterloo students, faculty, staff, alumni, and family at the information desk regarding all aspects of the University of Waterloo Book Store and P+RS
- Responsible for online and telephone inquiries including oversight of the general Book Store Listserv
- Establishes and maintains strong working relationships with faculty and departmental administrative staff campus-wide
- Accountable for providing troubleshooting or problem solving relating to third party digital course materials and publishers' technology products and content delivery mechanisms
- Provides general problem solving support for front line student customer service and faculty relations

Customer Service

- Commits to positive interactions with all 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.

Bibliographic Research

- Researches book databases, publishers website, and other sources for book information requested by customers, special order requests and purchase orders
- Leads or supports the pricing, purchasing, receiving, and returns cycle for trade books
- Maintains accurate purchase order records including backorders
- Procures general book titles for resale through meetings with publishing representatives, daily worksheets, wholesaler websites, trade book fairs, catalogues, or from customer recommendations

Collaboration & Team Management

- Interacts regularly with Book Store and P+RS staff to support cross-functional duties and responsibilities

Job Description



- Contributes to the goal-setting and priorities for both P+RS and the Book Store as a member of the Book Store team
- Supports the development and implementation of processes and procedures through shared Book Store team planning to ensure that strategic goals are realized and business targets are met
- Supports the assessment of the general book categories and sales locations to replace or implement new categories for improving sales potential
- Establishes and maintains strong relationships with units through the university and the affiliated colleges through the promotion of Book Store products and service

Required Qualifications

Education

- College diploma or university degree required
- Equivalent combination of education and/or experience will be considered
- Post-secondary training in library and information science is an asset
- Education and/or professional experience in publishing is preferred

Experience

- Minimum of three years in an academic setting, preferably in a retail environment
- Experience with pedagogical cycles and processes
- Experience with inventory management systems

Knowledge/Skills/Abilities

- Knowledge of academic publishers, publisher databases, academic resources, academic book distributors, and wholesaler databases
- Expert knowledge of higher education publishing and their related academic and general book titles
- Excellent written and verbal communication skills
- Interpersonal skills and relationship-building
- Analytical and critical thinking skills
- Exceptional organizational skills and customer service
- Ability to independently solve problems
- Familiarity with relevant University of Waterloo policies, procedures and guidelines

Nature and Scope

- **Contacts:** Beyond connections with P+RS colleagues, the incumbent has regular contact with faculty, staff, students, alumni, parents and off-campus suppliers to maintain and develop positive client and vendor relations.
- **Level of Responsibility:** The position has no direct supervision of others and manages the day-to-day functions of all customer service related activities under direct guidance of the Course Materials Manager.
- **Decision-Making Authority:** This position has decision-making authority for all customer service related functions in the Book Store.
- **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 products for sale.
- **Working Environment:** This position works in a typical retail store and office environment. The majority of the time is spent in a comfortable position with opportunity to move about. 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.