

Job Description

Job Title:	Course Materials Specialist
Department:	Print + Retail Solutions
Reports To:	Manager, Course Materials
Jobs Reporting:	None
Salary Grade:	USG 6
Effective Date:	August 1, 2017

Primary Purpose

The Course Materials Specialist is accountable to the Manager, Course Materials for the day-to-day management and operation of the course materials adoption process and the provision of course materials, ensuring the availability and accuracy of course material adopted campus-wide.

Key Accountabilities

Process Management

- Maintains an effective and timely course material adoption process by liaising between the Book Store and departments campus-wide while ensuring constructive and proactive faculty relations
- Analyzes sell-through reports, enrolment caps, and sales reports. Consults with publishers and researches publisher websites
- Diligently monitors sales trends and format preferences, paying special attention to exchange rates, abnormal price increases, the content of textbook packages, and new editions
- Researches publisher databases and online catalogues to ensure accurate and current information for pricing, edition, ISBN, and availability, remainder wholesalers, as well as other sources to procure the best price for course materials
- Assesses external factors that will affect the sale or delivery of new course materials
- Leads or supports the pricing, purchasing, receiving, and returns cycle with a strong attention to detail
- Provides problem-solving support for front line student customer service and faculty relations
- Accountable for inventory control including returns, markdowns, and write-offs in line with Bookstore objectives
- Maintains accurate purchase order records including backorders

Communication & Client Service

- Establishes and maintains strong working relationships with faculty and departmental administrative staff campus-wide
- Provides excellent customer service to Waterloo students at the information desk while supporting online and telephone inquiries
- Responsible for coordinating and sending formal communication outlining the call for adoptions
- Works closely with publisher sales and editorial representatives while maintaining constructive relationships using a firm and tactful approach
- Adheres to P+RS standards of excellent customer service

Job Description



Collaboration

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

Required Qualifications

Education

- College diploma or university degree
- Equivalent combination of education and/or experience will be considered
- Post-secondary training in business, purchasing and/or analysis 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
- Familiarity with publishers' technology products and content delivery mechanisms
- Excellent written and verbal communication skills
- Interpersonal skills and relationship-building
- Analytical and critical thinking skills
- Exceptional organizational skills and customer service
- Ability to solve problems independently
- Familiarity with relevant University of Waterloo policies, procedures and guidelines, specifically Guidelines Pertaining to Learning Resources is preferred

Nature and Scope

- **Contacts:** Beyond connections with P+RS colleagues, the incumbent has regular contact with faculty, staff 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 the course material adoption process under direct guidance of the Course Materials Manager
- **Decision-Making Authority:** This position has decision-making authority for all aspects of the course material adoption process
- **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. There may be unusual hours or schedules, extended weekend hours, or weekday extended hours with varying volumes of work at different time so the year