

Job Description



Job Title:	Coordinator, Courseware and Custom Publishing
Department:	Print + Retail Solutions
Reports To:	Manager, Production
Jobs Reporting:	None
Salary Grade:	USG 6
Effective Date:	June 2022

Primary Purpose

The Coordinator, Courseware & Custom Publishing is accountable for the day-to-day management of courseware & custom publishing initiatives supporting both the academic and non-academic services provided by W Print & W Store. This role is primarily responsible for ensuring the campus wide procurement of custom print course material which includes the oversight of print and digital courseware workflows, third party custom course materials, and the promotion and strategic development of custom publishing projects. As a key member of the W Print team responsible for the area's overall success, the incumbent will work closely with the Manager, Production and Manager, Course Materials and take ownership for ensuring that courseware production cycles are carefully planned and executed for before each academic term.

Key Accountabilities

Communication & Client 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. 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
- Proactively fosters friendly and productive working relationships with key contacts
- Establishes and maintains strong working relationships with faculty and departmental administrative staff campus-wide
- Capable of working with tight deadlines and able to handle difficult situations with tact and diplomacy

Process Management

- Facilitates courseware adoption order cycle for each term for both copyright and non-copyright course materials
- Courseware adoption process includes but not limited to acceptance of the adoption, assessment of material if required for copyright clearance, print production order, research of originating documents, and communication with course instructors
- Determines print order quantities based on sales history, enrolment, and other data from the inventory management system and courseware database that will ensure effective sell through and timely delivery of print materials
- Responsible for data entry and maintains accurate records and reports for courseware adoptions and custom publishing including the raincheck process
- Secures print files from third party vendors under print license agreements

Job Description



- Works closely under the direction and supervision of the Manager, Course Materials to seek advice on copyright material to determine copyright compliance and risk management related to printed courseware and other print material requests within P+RS
- In collaboration with the Accounting and Financial Analysis team, develops procurement, pricing and inventory strategies to maximize sales and gross margin

Project Management

- Collects initial information for custom publishing projects from the client; asks appropriate questions to gather additional information, anticipate needs of the client, and determines end-use of project; and makes recommendations to client regarding quality and cost-effectiveness of output
- Tracks project deadlines (interim and final) throughout the production & development process
- Monitors projects to foresee timing problems and work towards a solution; manages client expectations, provides status updates to clients
- Responsible for all e-Campus Ontario related projects and processes, including research, data entry, price maintenance, and record keeping

Collaboration

- Interacts regularly with all P+RS staff and supports cross-promotion of products and services wherever possible
- Establishes and maintains strong partnerships and relationships with units throughout the university and the affiliated colleges that help P+RS achieve its goals, while ensuring that P+RS is represented professionally
- Strong working relationships with the P+RS Marketing team to ensure effective and timely delivery of all marketing and communications branding related to the W Store & W Print, specifically related to Courseware and Custom Publishing
- Supports the hiring, training, supervision, performance evaluation and coaching of casual student staff and contract staff, as needed
- Works collaboratively with the Course Materials staff on course adoptions
- Supports W Print locations during peak business periods with customer service and print production duties 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

Education

- University degree or equivalent combination of education and experience
- Publishing background preferred

Experience

- Minimum of three years in a print production environment, including experience using a print management systems
- Demonstrated knowledge and experience with print and digital publishing workflows
- Experience working in high pressure print & retail environments
- Intermediate experience with Adobe Creative Suite (Illustrator, InDesign, Photoshop)

Knowledge/Skills/Abilities

- Familiarity with relevant University of Waterloo policies, procedures and guidelines is preferred

Job Description



- Excellent project management skills
- Ability to work independently with little supervision and a high degree of initiative
- Superior customer service skills with an emphasis on detail, patience, accuracy and follow-through
- Competent in people management, effective team collaboration, interpersonal, organizational and communication skills
- Critical thinking
- Excellent written and verbal communication skills
- Interpersonal skills and relationship-building
- MS-Office Suite (Word: advanced, Excel: intermediate, PowerPoint: familiarity)
- Adobe Creative Suite & Acrobat Pro: Intermediate

Nature and Scope

- **Contacts:** This position is required to communicate and collaborate effectively. Internally, the position interacts regularly with staff & management within P+RS, faculty, department liaisons, library staff, and students. Externally, the position interacts with other Canadian universities/colleges, systems vendors the general public.
- **Level of Responsibility:** The position has overall responsibility for all courseware and custom publishing workflows and is expected to work independently. In complex or unusual situations, issues may need to be escalated to the Manager, Production or Manager, Course Materials
- **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.
- **Working Environment:** Work area is in the production environment of P+RS. At times, the work requires ability to move about frequently, including bending, stretching, lifting, and standing for extended periods, and requires attention to the surroundings.