

Job Description

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| Job Title: | Custom Publishing & General Books Coordinator |
| Department: | Print + Retail Solutions |
| Reports To: | Manager, Course Materials |
| Jobs Reporting: | None |
| Salary Grade: | USG 8 |
| Effective Date: | June 2019 |

Primary Purpose

The Custom Publishing & General Books Coordinator is accountable for the day-to-day management of custom publishing and general book initiatives supporting both the academic and non-academic services provided by the W Store. This role is primarily responsible for ensuring the campus wide procurement and risk assessment of custom print course material & general books, including but not limited to the oversight of courseware, copyright clearance and compliance, third party custom course materials, and procurement, promotion and strategic development of general book services and events.

Key Accountabilities

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. 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

Process Management

- Facilitates courseware adoption order cycle for each term for both copyright and non-copyright course materials, including 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
- 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
- Develops and procures trade book catalogue and provides oversight & implementation for in-store merchandising and signage related to trade and reference sections
- In collaboration with the Accounting and Financial Analysis team, develops procurement, pricing and inventory strategies to maximize sales and gross margin

Copyright Management

- Research to ensure copyright compliance using the University's Fair Dealing Advisory and campus copyright guidelines, Library license agreements, copyright clearance organizations, and direct permission requests
- Secure permission through license agreements from publishers or rights holders

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- Remains current on Canadian copyright legislation, and Universities Canada and UWaterloo guidelines, regulations, issues, interpretations, legal opinions, collectives (e.g., licenses and tariffs), and other licensing agreements (e.g., Creative Commons, Open Educational Resources)
- Primary contact for copyright inquiries supporting all P+RS staff in maintaining copyright compliance, specifically W Print inquiries related to printing services at W Store Essentials locations
- Maintains accurate records of copyrighted materials utilizing databases
- Represents P+RS on the UWaterloo Copyright Roundtable and maintains constructive working relationships with other copyright stakeholders on campus including Centre for Extended Learning, Library, ITMS and Office of General Counsel

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, specifically related to Custom Publishing and General Books
- Utilizing a collaborative team-based decision making approach, leads or supports the implementation of events pertaining to the W Store, specifically but not limited to author events, general book promotions, & campus wide book selling events, including related marketing and branding material
- As a member of the P+RS joint planning team, establishes and develops merchandise and marketing strategies related to general books and sets expectations for deliverables for casual staff in a team based environment
- Supports the hiring, training, supervision, performance evaluation and coaching of casual students
- Works collaboratively with the Course Materials staff, General and Reference Book advisors on course adoptions and general book sales
- Other duties as assigned

**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

- Demonstrated knowledge and experience with print and digital publishing workflows
- Experience working in a high pressure, retail environment
- Proven experience with hiring, training and evaluating staff is preferred

Knowledge/Skills/Abilities

- Expertise in Canadian copyright legislation and issues, particularly as it pertains to the post-secondary education environment
- Familiarity with relevant University of Waterloo policies, procedures and guidelines is preferred

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- Excellent project management skills
- Ability to work independently with little supervision
- 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
- Valid G driver's license required to support events

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 publishers & rights holders, other Canadian universities/colleges, systems vendors and the general public.
- **Level of Responsibility:** The position has overall responsibility for advising on copyright material, as well as determining day-to-day actions on copyright compliance and risk management related to printed courseware and other print material requests within P+RS. Supervises casual student staff each academic term and supports the hiring, training, performance evaluation and management of the casual staff work assignments related to Custom Publishing and General Books.
- **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 equipment and 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 times of the year.