

Classification	Administrator
Original Date:	August 2002
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Pay Group:	9

JOB DESCRIPTION – MANAGER, BOOKSTORE

NATURE AND SCOPE OF WORK

This position is responsible for planning, organizing and managing all aspects of the University Bookstore. As a member of the management team, the incumbent reports to, and receives general direction from the Director, Corporate Services. In general, the work involves providing a customer-oriented service within a financial model that ensures full cost recovery and the provision of a financial return to the University. This position is also responsible for planning, organizing and managing all aspects of the University's Print Services Centre. Given the changing external environment, the incumbent must possess an entrepreneurial mindset and e-commerce experience.

ILLUSTRATIVE EXAMPLES OF WORK

- Develops a customer-centric experience and engages team members in the delivery/execution of that objective. Provides highest levels of customer service within the store and in all interactions with customers.
- Purchases and sells, or Prepares and implements detailed operating plans for standard operations, and special events (Convocation, Commencement). Drives plans to execution, analyzes store financials, interprets trends, and makes recommendations to Director, Corporate Services regarding how to positively impact future sales/expense opportunities.
- Provides staff training, develops, and promotes a team environment and acts as a leader within the store to all staff levels.
- Ensures all back-office functions, including the preparation of invoices, process of chargebacks and coordination of stock shipments are completed in accordance with standard practices and procedures.
- Plans, schedules, directs, evaluates, and supervises the work of the staff and ensures that support staff receive appropriate training. In consultation with Human Resources, administers the collective agreement in relation to support staff, including hiring authority, disciplining as applicable, authorizing overtime, leaves and other similar requests, and representing management where required in the grievance process.
- Plans, develops, implements, and maintains Bookstore policies and procedures to ensure effective customer service, protection of assets, cash control, inventory control, cost recovery and a financial return to the University.
- Supervises the purchase and sale, of all items sold in the Bookstore. This includes marketing, advertising, promotion, determining appropriate mark-ups and recording sales.



- Creates and maintains positive business relationships with publishers and other supplier representatives.
- Arranges “Book Buy Back” programs as necessary.
- Prepares and administers business plans, and operating and capital budgets for the Bookstore.
- Provides financial reports to the University’s Finance Department at predetermined intervals throughout each year.
- Liaises with the University’s Finance Department on a frequent basis in regards to sales, revenues, inventories, accounts payable, accounts receivable, computerized record keeping, and payroll costs.
- Ensures point of sale and computerized recording systems are accurate and fully functional.
- Advises the Director of Corporate Services and the University IT department on the suitability of inventory control and point of sales systems required to operate the Bookstore. Ensures that software used to operate the Bookstore is functioning as desired, and works with software providers and IT to optimize its performance.
- Manages the visual presentations to create an exciting sales environment for customers.
- Participates in the execution of store-specific projects, such as renovations and reorganizations, or assists in projects relating to store opening or closing.
- Provides staff training, develops, and promotes a team environment and acts as a leader within the store to all staff levels.
- Participates on a variety of internal and external committees and in professional associations. Attends meetings as required.
- Plans, organizes and manages all aspects of the Print Services Centre through the Print Services Centre Staff to ensure the service meets the requirements of the University Community.
- Performs other duties as assigned.

REQUIRED KNOWLEDGE, ABILITIES, AND SKILLS

- Possess entrepreneurial and growth mindset.
- E-commerce experience, including maintaining a website, a thorough understanding of fulfilment processes, and managing the customer experience.
- Extensive knowledge of bookstore operation at a university.
- Extensive knowledge of purchasing, accounting, and merchandising principles, as well as cost control, inventory control, advertising and display techniques.
- Thorough knowledge and experience in developing and maintaining a “team” approach to managing and working with staff.
- Thorough knowledge of customer service.
- Considerable knowledge of the publishing and printing business as it relates to a university bookstore.
- Ability to meet the public and maintain a high standard of public relations and customer service.
- Ability to maintain good working relationships with and provide advice to all persons associated with or in contact with the Bookstore and its services.



- Ability to communicate effectively both verbally and in writing.
- Ability to hire, train and supervise staff.
- Ability to ensure continuity of the Bookstore service and customer satisfaction to the University community.
- Ability to prepare written reports on financial matters, policies, procedures, short and long term goals/objectives, and physical changes to the Bookstore.
- Ability to develop, plan, execute and complete multiple projects simultaneously.
- Ability to work well under pressure and to effectively meet deadlines and organizational requirements.
- Ability to physically perform any part of the work required within the Bookstore, including, but not limited to, lifting and moving cartons within WCB limits, assisting with loading/off-loading cartons/pallets, meeting and greeting customers, cashiering, etc.
- Considerable knowledge of modern methods of high speed duplicating and meeting customer needs and expectations in regards to the production of duplicated material.

REQUIRED TRAINING AND EXPERIENCE

- Bachelor of Commerce degree or equivalent
- Minimum of three years of experience as a manager of a retail bookstore in a university or university setting.