REPORTS TO: UniShop Manager

SUBORDINATE POSITIONS: Nil

AWARD: Wollongong UniCentre Services Collective Agreement

SECTION: UniShop

JOB SUMMARY

Responsible for the co-ordination and processing of textbook requirement needs for UOW students.

Through liaison with University academic staff, ensure all course text requirements are met in a timely & efficient manner while maintaining excellent relations with academic departments to ensure all student textbook needs are fulfilled. Guarantee that all student enquiries are handled with high level customer service and ensure the textbook layout in store is maintained at a high standard.

CUSTOMER SERVICE:

1. Liaise with academic staff regarding textbook requirements, and be responsible for the production, distribution, receipt and collation of textbook lists.
2. Organise supply & delivery of textbook requirements to external campuses, both local & overseas. Develop new business in this area.
3. Liaise with publishers / suppliers & their tertiary / college representatives.
4. Build relationships with UOW’s faculties / divisions
5. Maintain a professional, co-operative relationship with the University Library as per service level agreement.
6. Ensure varied benefits are offered to stakeholders through promotions and discounts; working with publishers to help sell through of textbooks.
7. Represent the UniShop at relevant Industry functions & conferences.
8. Identify business synergies & opportunities for partnerships both within and outside UOW
9. Provide an exceptional level of customer service
10. Greet and acknowledge customers in an appropriate manner, being aware of cultural sensitivities

FINANCIAL CONTROL:

11. Consult and collaborate with UniShop Manager in strategy and development of the UniShop goals both externally and internally.
12. Ensure budgeted sales targets are met
13. Close monitoring and control of order quantities to ensure the correct textbook quantities are available for purchase while ensuring minimal write-offs of textbooks
14. Close monitoring and control of textbook returns, ensuring textbook returns are completed in accordance with supplier terms of trade to ensure minimal rejections and write-offs.
15. Ensure textbooks are supplied in accordance with supplier terms of trade.

PEOPLE AND CULTURE:

16. Support and promote the UniCentre values
17. Consult with & inform Manager of events within sphere of responsibility.
18. Consult & collaborate with UniShop Supervisors.
19. Supervise staff in area of responsibility culling/shelving/maintenance.
20. Foster & maintain safe work practices & environment within area of responsibility.
21. Follow principles of EEO according to UniCentre policy.
22. Promote and support Unicentre values

BUSINESS PROCESS AND INNOVATION:

23. Operate textbook system: Calculate textbook orders and ensure that computerised ordering, inventory, and data base input is up-to-date. Train and supervise staff in relation to textbook system. Be involved in the development and continuous improvement of the UniShop textbook system(s) and client access.
24. Responsible for the prompt and efficient processing of departmental course materials, reorder reports and special orders sold through the UniShop.
25. Stock control, including stock returns and conducting textbook stock takes.
26. Oversee the processing of course notes relating to receivables, sales reports, barcode production and returns.
27. Report on activities, events and promotions including statistical data where appropriate
28. Ensure any KPI’s set by management are achieved and maintained accordingly
29. Communicate to Manager statistics, feedback in relation to sales, adoptions and industry changes
30. Perform other duties as requested by Manager

OTHER:

1. Other duties as required by the UniShop Manager
2. POS duties as required
WORK HEALTH AND SAFETY:

1. Maintain a clean and safe work environment while complying with all UniCentre safety policies and procedures.

2. Ensure policies and procedures are implemented as per the Workplace Health and Safety System (WHSIMS)

3. Investigate workplace hazards and ensure corrective actions are implemented.

4. Ensure areas of responsibility comply with WHS legislation and injury management policies and procedures.

5. Provide a consultative process for communication of WHS information allowing employee input into WHS issues.

6. Ensure staff are appropriately trained in WHS, (standard work method statements) and risk assessment.

7. Previous experience in high volume procurement of stock

8. Ensure standard work method statements are reviewed annually.

9. Provide advice and assistance on WHS issues within the unit and ensure workplace inspections are carried out as per schedule produced by the WHS Committee.

10. Monitor contractor performance within unit.

11. Report WHS achievements and activities as required.

Signed: ___________________________ Date: ______________

Academic Liaison Officer

Signed: ___________________________ Date: ______________

Unishop Manager – Bookshop
PERSON SPECIFICATION

1. Demonstrated clerical and computer skills with proven accuracy and attention to detail
2. An effective communicator across all levels of the University.
3. An ability to work unsupervised showing initiative and motivation towards continuous improvement.
4. Team focused and supportive.
5. Cash handling, EFTPOS & Point of Sale proficient.
6. Flexible to work roster across opening hours of the UniShop.
7. Demonstrated ability to work to OHS standards.
8. Current NSW driver’s license.
9. Demonstrates leadership qualities.