

## Job Description

(For Positions in CAW Local 555, Unit 1)

*Job descriptions do not include every duty that an individual in a position performs. They are intended to be representative and characteristic of the duties required and the level of work performed. Depending upon the size of the department or unit and its functional activities, incumbents who fall into this category may perform all of the duties listed below or, in the case of large departments or units, may be assigned to designated specialized functions.*

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JD #:	<b>JD00382</b>	Pay Grade:	<b>6</b>
JD Title:	<b>Custom Publishing Assistant</b>	JD FTE Hours:	<b>35</b>
Job Family:	<b>Retail</b>		

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### General Description

Responsible for securing copyright permissions in compliance with established copyright policies for custom published works sold through the University. Provides information to the University community as it pertains to custom publishing options and procedures.

### Representative Duties & Responsibilities

- Provide information and advice to faculty and departmental coordinators as it pertains to the copyright process, costs, and options available for custom publications.
- Process faculty submissions ensuring that detailed instructions for all stages of courseware production are documented and followed.
- Organize the proofing process with faculty members, ensuring that any revisions are completed and that the printing staff receive detailed instructions for all revisions.
- Communicate faculty and coordinator feedback to the custom publishing coordinator and the management team accordingly.
- Research originating documents using various search tools.
- Assess custom publications for copyrighted materials and identify materials covered by various copyright agreements and seek permissions for materials not covered under existing copyright agreements.
- Deal directly with copyright clearance organizations to clear copyright within established guidelines.
- Negotiate with Canadian and international publishers and individual copyright holders to determine copyright and royalty fees.
- Maintain accurate records of copyright clearance documents.
- Input data and update databases containing information pertinent to the custom publishing department.
- Provide input and make recommendations for changes to departmental procedures.
- Create copyright request documents in which phrasing must be detailed, complete, and accurate using established templates.
- Follow established procedures for tracking and monitoring all copyright permission requests.
- Ensure copyright permissions have been granted prior to printing.
- Verify the bibliographic data for accuracy and ensure an accurate copyright log is maintained.
- Ensure data integrity when logging copyright information into tracking software to ensure accurate remittance.
- Redirect copyright invoices accordingly for payment.
- Act as the main contact for the receiving staff to reconcile shortages and over-shipments of merchandise.
- Update and maintain data in a variety of databases.
- Communicate any changes in the courseware pack to the printing department.
- Prioritize tasks to ensure timelines are met.
- Coordinate, prepare, and perform merchandise transfers between stores, ensuring transfers are tracked accordingly.
- Organize overstock of custom publications and update for use in future terms.
- Prepare merchandise for inventory and perform inventory tasks as required.
- Demonstrate and communicate correct custom publishing procedures and tasks to other staff as required.
- Understand the process flow of various systems utilized by the department in order to answer customer inquiries in a timely and accurate fashion via email, by telephone and in person.

## **Representative Duties & Responsibilities**

- Perform customer service tasks including, but not limited to product returns, defective product exchanges, rain checks, book clubs, and buybacks.
- Complete various calculations pertaining to taxes and discounts.
- Perform cashiering duties as required.

## **Supervision**

- Provide direction to others in how to carry out work tasks.
- Provide orientation and show procedures to others.

## **Qualifications**

- 2 year Community College diploma in a relevant field of study.
- Requires 3 years of relevant experience.

## **Effort**

### **Physical Effort:**

- A typical work day consists of greater than 3.5 hours of low physical effort for activities such as:
  - Intermittent periods of keyboarding to word process documents and enter data into databases.
- A typical work day occasionally requires moderate physical effort for activities such as:
  - Lifting moderately heavy boxes of merchandise.
- A typical work day occasionally requires high physical effort for activities such as:
  - Lifting heavy boxes of merchandise and supplies.

### **Mental Effort:**

- A typical work day occasionally requires routine mental effort for activities such as:
  - Attending to routine requests for information from University staff regarding the custom publishing process.
- A typical work day consists of greater than 3.5 hours of moderate mental effort for activities such as:
  - Providing information and advice to faculty and departmental coordinators as it pertains to the copyright process, costs, and options available for custom publications.
  - Assessing custom publications for copyrighted materials and identifying materials covered by various copyright agreements and seeking permissions for materials not covered under existing copyright agreements.
  - Negotiating with Canadian and international publishers and individual copyright holders to determine copyright and royalty fees.
  - Demonstrating and communicating correct procedures and tasks to other staff.
- Elements of high mental effort are not a regular feature of this job.

## **Working Conditions**

### **Physical Environment:**

- There are no adverse physical environment conditions inherent to the job.

### **Psychological Environment:**

- Occasionally required to interact with rude and upset customers.
- Frequently required to balance task completion with customer service duties.

### **Health & Safety:**

- Uses hydraulic machinery, wheeled carts, and freight elevators.
- Lifts heavy boxes of merchandise and equipment.
- Uses tools such as a box cutter to open shipments and break down boxes.

## Job Description Rating Sheet

(For Positions in CAW Local 555, Unit 1)

JD #:	<b>JD00382</b>	Pay Grade:	<b>6</b>
JD Title:	<b>Custom Publishing Assistant</b>	Total Points:	<b>427</b>
Job Family:	<b>Retail</b>		

Factor	Subfactor	Level Rating	Points
<b>Skill</b>	1. Applied Reasoning and Analytical Skills	<b>4.0</b>	83
	2. Breadth of Knowledge	<b>2.0</b>	13
	3. Adaptation to Change/Updating of Learning	<b>2.0</b>	12
	4. Interpersonal Skill	<b>3.5</b>	46
	5. Education and Experience	<b>D3</b>	60
	6. Dexterity and Coordination	<b>2.0</b>	12
<b>Effort</b>	7. Physical Effort	<b>1.0</b>	3
	8. Mental Effort	<b>3.0</b>	55
<b>Responsibility</b>	9. Planning and Coordination	<b>2.0</b>	28
	10. Responsibility for Others	<b>2.0</b>	33
	11. Accountability for Decisions Actions Affecting People, Assets, and Information	<b>2.5</b>	53
<b>Working Conditions</b>	12. Physical Environment	<b>1.0</b>	3
	13. Psychological Environment	<b>2.0</b>	10
	14. Health and Safety	<b>2.0</b>	16