

## 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>JD00591</b>	Pay Grade:	<b>6</b>
JD Title:	<b>Custom Publishing Production Coordinator</b>	JD FTE Hours:	<b>35</b>
Job Family:	<b>Retail</b>		

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### General Description

The Custom Publishing Production Coordinator is responsible for the design and formatting of custom publications for several different platform applications. Oversees the order submission and production process, and supports the department in achieving the mandate of assisting the learning process while achieving budgetary targets.

### Representative Duties & Responsibilities

- Provide information to clients and staff regarding digital and online books and on-demand printing.
- Consult with authors planning to print their custom published works through the bookstore.
- Advise authors of formatting requirements and custom publication packages.
- Provide quotes on custom publishing services.
- Make recommendations to clients on publishing specifications.
- Consult with publishers and authors to determine retail prices for publications.
- Liaise with custom publishing copyright staff to ensure that all copyright is cleared before production and that all sales are captured for accurate payment of royalties.
- Ensure customers are accurately invoiced for custom publications.
- Organize the production timeline for several simultaneous publications.
- Assign production work to book production operators.
- Train part-time staff on the use of book production equipment.
- Design book covers and make changes to existing covers accordingly.
- Write synopses for book covers and website postings.
- Oversee the proofing process and implement required changes.
- Work closely with publishers to ensure that in-house publishing meets the client's specifications.
- Convert and manipulate electronic files from a variety of platforms and programs.
- Review standardized agreements with authors, ensuring agreements are signed and submitted to appropriate staff.
- Perform administrative tasks related to custom book publishing including, but not limited to, creating the book catalogue, tracking and responding to customer and author inquiries, and filing pertinent documentation.
- Create and submit purchase orders for custom printed publications.
- Process purchase orders from internal and external customers, and track outstanding orders.
- Resolve cost pricing discrepancies as they arise.
- Troubleshoot, operate, and perform basic maintenance on book production equipment.
- Liaise and consult with repair technicians and manufacturers on non-routine maintenance issues.
- Maintain inventory and supplies for book production operation.
- Facilitate the ordering of print and on-demand publications.
- Initiate and plan special projects that showcase the book production equipment as a means to demonstrate its potential to support the University.
- Assist other department staff on related projects.
- Research the policies related to the production of public domain works.
- Remain current with technological changes and advances in the e-book and print on demand marketplace.
- Update, maintain, and verify information in the inventory management system.

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## **Representative Duties & Responsibilities**

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- Understand the process flow across various systems utilized in order to troubleshoot issues and develop recommendations for improvement.
- Greet and actively engage customers on the sales floor to determine needs, locate products, and make product suggestions.
- Assign work tasks to short-term staff, and ensure they are shown the proper work methods and procedures.
- Prepare merchandise for inventory and perform inventory tasks.
- Perform customer service tasks including, but not limited to, product returns, defective product exchanges, rain checks, book clubs, and buybacks.
- Perform a variety of retail activities including, but not limited to, creating window displays, storing display fixtures, and pricing and merchandising products.
- Ensure the proper opening and closing of the store on a rotational basis following established departmental policies and procedures.
- Perform cashiering duties as required.

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## **Supervision**

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- Ensure adherence to quality standards and procedures for short-term staff and volunteers.
- Provide direction to others in how to carry out work tasks.

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## **Qualifications**

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

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## **Effort**

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### **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 when writing documentation and entering information into the inventory management system.
- Elements of moderate physical effort are not a regular feature of this job.
- Elements of high physical effort are not a regular feature of this job.

### **Mental Effort:**

- A typical work day occasionally requires routine mental effort for activities such as:
  - Attending to routine requests for information, processing routine documents, and entering information into the inventory management system.
- A typical work day consists of greater than 3.5 hours of moderate mental effort for activities such as:
  - Planning production runs for creating on-site books for sale by the University.
  - Designing book covers and making changes to existing covers.
  - Troubleshooting, operating, and performing basic maintenance on book production equipment.
  - Providing information to clients and staff regarding digital and online books and on-demand printing.
  - Advising authors of formatting requirements and custom publication packages.
  - Training part-time staff on the use of book production equipment.
- Elements of high mental effort are not a regular feature of this job.

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## Working Conditions

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### **Physical Environment:**

- Occasionally exposed to dust, dirt, grease, or oil when performing maintenance or troubleshooting tasks on the book production equipment.

### **Psychological Environment:**

- Occasionally required to remain at work station during production runs.
- Frequently required to deal with simultaneous deadlines and rush orders.

### **Health & Safety:**

- Risk to the incumbent is no higher than for the general population.

# Job Description Rating Sheet

(For Positions in CAW Local 555, Unit 1)

JD #:	<b>JD00591</b>	Pay Grade:	<b>6</b>
JD Title:	<b>Custom Publishing Production Coordinator</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>3.0</b>	39
	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>3.0</b>	46
	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>1.0</b>	5