Invites applications for the following position(s):

COMPETITION NUMBER: 056
C.U.P.E. Local 3338 – Temporary Position
CLERK, GRADE 7
BOOKSTORE
POSITION NUMBER: 64238

POSITION OUTLINE:
The Course Materials Coordinator provides comprehensive customer service and product knowledge expertise, and works collaboratively to assist in the ordering, receiving and merchandising of course materials at the Bookstore/Spirit Shop. Under the direction of the Course Materials Supervisor; researches and orders course materials, liaises with Canadian and international suppliers and publishers, and maintains optimum inventory levels for course materials sold at all locations of the Bookstore/Spirit Shop. Processes inbound deliveries and coordinates the distribution of materials from warehouse to retail floor. Produces custom course packs for resale and liaises with publishers, copyright holders and copyright collective organizations to ensure compliance with the Copyright Act of Canada. Provides comprehensive service to faculty and departments by updating and informing them on the status of adoptions, orders, and follow-ups. Directs the work of continuing and temporary clerical staff assigned to work within the area. Performs other duties and responsibilities consistent with the job description and classification on request.

QUALIFICATIONS:
- **High school graduation and one year of post-secondary education or formal program equivalent, including courses or formal training in purchasing, inventory control, database, and desktop publishing applications.
- **3 years of related experience.
- 45 wpm keyboarding skills with a high degree of accuracy.
- Excellent knowledge of the book publishing industry and related purchasing practices, including ordering practices, discounts, markdowns, returns, etc.
- Excellent knowledge of university policies and procedures relating to Canada’s Copyright Act.
- Basic knowledge of all aspects of printing operation process (e.g., PrePress, Press, Digital black and white and color printing, Finishing/Bindery).
- Good knowledge of major graphic software (e.g., Adobe Photoshop, Adobe Illustrator, Adobe Acrobat Pro).
- Excellent customer service skills with the ability to deliver positive customer experiences.
- Good interpersonal and communication (i.e., oral and written) skills.
- Good organizational, problem-solving, and analytical skills.
- Ability to use standard email, word processing, database and web-updating applications and integrated retail operating systems (e.g., SFU Connect, Sequoia Retail Systems, ePOS, Microsoft Word and Excel, Verba Software) at an intermediate level.
- Ability to use HTML programming language and CSS software to create ePub files.
- Ability to create and import electronic files using standard editing software (i.e., Editing Image, PDF, Word) for printing on digital production printers at an intermediate level.
- Ability to maintain records with a high degree of accuracy.
- Ability to assign and check the work of others.
- Ability to exercise mature judgment and initiative, solve problems and resolve customer complaints.
- Ability to perform arithmetic calculations with high degree of accuracy.
- Ability to research copyright sources and copyright holders.
- Ability to complete training in the use of a pallet jack.
- Ability to work independently and meet deadlines.
- Ability to work with frequent interruptions.
- Ability to work as a team member.
- Ability to lift, move, or carry materials weighing over 10 kg.
- Ability to arrange suitable transportation and to travel and work at multiple SFU Bookstore/Spirit Shop locations (Burnaby, Vancouver and Surrey).
- **or an equivalent combination of formal education, certificate/program of study and experience is acceptable.
HOURLY SALARY: $22.84
START DATE: ASAP
POSITION END DATE: September 7, 2018

A detailed resume and cover letter quoting Competition #056 must be received in our office by 4:30 pm on February 5, 2018, addressed to the attention of Monica Swanson, Human Resources Advisor. Please follow the application instructions at: http://www.sfu.ca/hr/prospective_employees/HowToApply.html.

We thank all applicants for their interest; however, only those selected for interviews will be contacted.

The University is committed to the principle of equity in employment
A more detailed job description may be obtained at www.sfu.ca/jobpostings