



Date: March 21, 2023

Competition: #22-115A

APPLICATIONS ARE INVITED FOR THE FOLLOWING FULL-TIME REGULAR POSITION

Position: Bookstore Sales Administrator

Division: Facilities

Reporting To: Senior Manager, Facilities

Justice Institute of British Columbia:

Justice Institute of British Columbia (JIBC) is Canada's leading public safety educator with a mission to develop dynamic justice and public safety professionals through its exceptional applied education, training and research. JIBC offers internationally recognized education that leads to certificates, diplomas, bachelor's degrees and graduate certificates; exceptional continuing education for work and career-related learning and development; and customized contract training to government agencies and private organizations worldwide. Each year, over 36,000 students study at one of JIBC's six campuses in B.C., through online education, and at locations in more than 150 BC communities, as well as sites across Canada and around the world. Our education contributes to safer communities and a more just society by providing professionals with the knowledge, skills and abilities to excel at every stage of their careers and make a difference every day.

Position Summary:

As the Bookstore Sales Administrator, the overall purpose of the job is to provide administrative and sales support of Bookstore operations. Planning, direction, coordinating, and supervising all day-to-day operations of the campus bookstore. This position is also responsible for supervising and participating in the selection, stocking, purchasing and selling of merchandise and textbooks.

Major Responsibilities:

- Provides high level of customer service.
- Coordinates supply chain activities such as ordering and expediting.
- Processes sales and custom orders;
- Obtains and provides product information;
- Coordinates departmental timesheets;
- Conveys information to faculty, staff, students and other customers regarding the availability and pricing of required or recommended course materials.
- Maintains open lines of communication with other JIBC staff, vendor support personnel, and suppliers.
- Assists in the maintenance of inventory control.
- Performs sales, receiving, ticketing and display of inventory.
- Processes orders for shipping.

- Liaise with Manager, Ancillary Services for maintenance of inventory control; weekly, monthly, and yearend inventory counts and reports.
- Collects statistical accruals information and financial data using e-Commerce and Agresso on a monthly basis for Manager, Ancillary Services and Finance Division
- Coordinates marketing, pricing, and merchandising of products; compiles data for procurement.
- Organizes and coordinates product photography for e-purchases; liaises with Communications & Marketing department.
- Authorizes the purchasing of product, supplies, and services with a signing authority up to \$500, as per Financial Services Policy.
- Responsible for signing, coding, and reviewing invoices for accuracy; contact suppliers for adjustments, discrepancies, and warranties as required.
- Assists Manager, Ancillary Services with maintenance of Bookstore related details on Intranet/Internet site.
- Reconcile Facilities Visa statements for Bookstore; signing and coding appropriately.
- Primary contact for US Customs brokerage for incoming international shipments to JIBC.
- Oversees communication with Technology Services Division and e-commerce service provider technical support for maintenance of computer equipment and software updates.
- Responsible for requesting maintenance work orders for any Bookstore department repairs or other general maintenance related services.
- Coordinates meetings with divisions/department leads for materials; meetings with vendor/supplier for new and existing products for the Bookstore.
- Provides oversight and guidance related to course materials; review enrolment numbers, past history, inventory levels and current adoptions in order to ensure appropriate quantities for purchase and to buy back.
- Primary contact for special orders and new item inquiries; provides quotes for screen printing, high volume orders, and specific department custom orders (Example: departmental uniform clothing and accessories).
- Manages charitable and donation Bookstore items for JIBC events and departments.
- Supervises and supports Bookstore Sales Associate.
- Organizes storage space for active and inactive products and supplies; safely and effectively moving stored items, replacing damaged supplies, and removing useless equipment or display props.
- Research innovating and new products.
- Key Liaison for Finance Division responsible for any relatable communication including updates on overdue invoices or statements.
- Represent Facilities for variety of committees, relatable to Bookstore operations.
- Manage and approve Request of Leave and scheduling of Bookstore – Sales Associates.
- Training and recruiting JIBC staff as needed; lead and promote team members in order to help the Bookstore succeed in its service.
- Communicate and confirm customer transactions with frequent time spent over the telephone; collecting secure payment and contact information to complete order.
- Responsible for updating and maintaining Standard Operating Procedure Manuals.
- Prepare and implement operating plans and procedures for Bookstore; busy rush periods, special events (example: store sales events and Open houses), and yearend inventory count.
- Responsible for overseeing Retail Sales Associate Transactions and Bookstore operations.
- Main contact for discrepancies related to Administrative or Retail Store; resolve issues with financial reports, inventory, or customer service.

- Responsible for accuracy of shipments; receiving purchased goods and organizing returned goods to vendors.
- Coordinates Bookstore customer orders; creation and completion of shipping waybills.
- Primary contact for BC Mail and other courier business accounts.
- Responsible for purchasing and organizing shipping materials necessary; boxes, packing materials, tape, labels, and other supplies.
- Maintains general cleanliness and orderliness of store furnishings, fixtures and merchandise.
- Completing all other duties assigned consistent with the position.
- Coordinate rental or catering items for Bookstore events and functions (Example: Open House).

Qualifications & Requirements:

- Grade 12 plus completion of training related to administration and computer literacy; and
- 3-5 years current related experience in a retail or office environment, preferably in a sales capacity with a campus or other bookstore operation (or equivalent combination of education and experience).
- Excellent interpersonal and customer service skills, with the demonstrated ability to exercise tact, good judgement and diplomacy;
- Excellent organizational and time management skills with the ability to plan and prioritize tasks, and efficiently meet deadlines;
- Knowledge of branding of products;
- Good math and computational skills;
- Strong computer and keyboarding skills;
- Ability to demonstrate effective team behaviours such as active listening, collaboration, balanced participation, and contributing to shared team goals.
- Ability to handle confidential information and make sound decisions in accordance with established policies and procedures.
- Demonstrate ability to work independently or as part of a team.

Salary Range: \$1,788.29 to \$2,028.86 bi-weekly (BCGEU Salary Grid 13)

Posting Date: March 21, 2023

Closing Date: Open Until Filled

Please submit a resume/CV, cover letter and copies of academic credentials, quoting Competition #22-115A, via email to hr@jibc.ca.

Please feel free to contact Dale Bradley, Senior Manager, Facilities at dbradley@jibc.ca for more information about this position.

Justice Institute of British Columbia believes in creating accessible programming, workplaces and spaces that reflect the community we serve. Our desire is to continue to build an inclusive culture that encourages, supports, and celebrates the diverse voices of our employees and students and where everyone feels empowered to share their experiences and ideas.

We encourage applications from members of groups that have been marginalized on any grounds named under the B.C. Human Rights Code, including sex, sexual orientation, gender identity or expression, racialization, disability, political belief, religion, marital or family status, age, and/or a person of Indigenous ancestry.



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