



POSITION DESCRIPTION

POSITION:	Retail Assistant – Book and Print Room Coordinator (Full Time – 4 weeks annual leave)
DEPARTMENT/CAMPUS:	Retail/Corio
DATE PREPARED:	March 2015
REPORTS TO:	Retail Manager

WORKING ENVIRONMENT

Geelong Grammar School is one of the world's leading coeducational boarding and day schools offering exceptional education to all of its students, from Early Learning to Year 12. Geelong Grammar School consists of four campuses:

Bostock House (approximately 100 students). Situated in the Geelong suburb of Newtown, this campus caters for day students from Early Learning Centre to Year 4. After Year 4, students from Bostock House proceed to Corio

Toorak (approximately 360 students) is located in Melbourne. It caters for students from Early Learning Centre to Year 6. After Year 6, most students proceed to Corio. Toorak is a day campus with approximately 50 teaching and support staff.

Corio (approximately 900 students) offers day, day boarding, weekly boarding and full boarding in Years 5 - 8 (Middle School) and day and full boarding in Years 10 - 12 (Senior School). About 80% of Corio students are full boarders. Approximately 100 staff (nearly all teaching) reside on the campus, with 30 accommodation units being connected to boarding houses, and the remainder consisting mostly of free-standing residences. The campus is like a small community with its own (large) kitchen/dining facilities, a medical centre (9 beds), chapel and maintenance workshops as well as the usual educational infrastructure.

Timbertop (approximately 220 students) is a boarding campus for all Year 9 students, located near Mt Buller in Victoria's Alps. All teaching staff reside on the campus and students spend the entire year at Timbertop taking part in hiking, recreational and community service activities.

The Book and Print Room Coordinator is member of the Retail Department and reports directly to the Retail Manager. The position is responsible for managing the day to day operations of the Book and Print Room at the Corio Campus. This predominantly involves coordinating, sales, customer service, printing, binding, laminating, stock control, inventory management, shop presentation, cash control, banking and ensuring adherence to the occupational health and safety policies and procedures of the School. The position also coordinates a small team of staff at busy times and has a strong focus on customer service and building effective relationships through direct contact with students, parents and staff as well as suppliers and contractors.

POSITION OBJECTIVE:

To provide excellent customer service through the effective delivery and coordination a variety of products and services to students, staff, parents and other members of the school community.

KEY RESPONSIBILITIES:

The Book and Print Room Coordinator position reports to the Retail Manager. The Coordinator is responsible for the following activities and services:

- Co-ordinate the day to day operations of the Book and Print Room (Corio campus) to ensure that the business and service goals of the Retail Department are achieved including supervision of staff, sales, customer service standards, printing, binding, laminating, stock control, inventory management, shop presentation, cash control, banking,
- Coordinate purchasing of novels, textbooks and stationery as authorised by the Retail Manager.
- In consultation with the Retail Manager, plan and coordinate the staff roster to meet the service needs of the Book and Print Room.
- Provide the leadership, direction, support and training to staff to develop the necessary knowledge and skills to ensure excellent customer service and adherence to policies and procedures of the Book and Print Room, Department and School.
- Develop and maintain excellent and effective relationships with staff, students, parents, publishers, suppliers and the broader school community.
- In consultation with the Retail Manager, manage the inventory of the Book Room to ensure that the appropriate stock is available when required.
- Ensure all sales, EFTPOS, credit card, student and staff transactions are recorded and entered accurately.
- Ensure that the work environment is safe and that staff are aware of and adhere to the Occupational Health and Safety (OH&S) policies and procedures of the School.
- Undertake financial and administrative and other related retail duties as requested by the Retail Manager, including: co-ordinating stock takes: completion of weekly banking and compiling daily, weekly and monthly reports.

ORGANISATIONAL RELATIONSHIPS:

The Book and Print Room Coordinator is part of a team of retail staff and may be required to work in the Uniform Shop from time to time. The position reports to the Retail Manager and liaises with the following positions and groups;

Internal liaisons

Commercial Director
Retail staff
Teaching and Non-Teaching Staff
Students
Parents and the broader school community

External Liaisons

Publishers
Suppliers

KEY SELECTION CRITERIA:

The Book and Print Room Coordinator requires the following key skills and attributes;

Highly desirable

- Previous experience working within a retail and customer service role.
- A proven ability to provide high level customer services and to develop effective relationships with both customers and service providers.
- Well-developed written and oral communication skills and the ability to liaise effectively with a wide range of people.

- Well-developed computer skills and a proven ability to use the Microsoft platform (Word and Excel) and email.
- Sound organisational, planning and time management skills.
- The ability to work independently and as part of a team.

Desirable

- Previous experience working in busy book room and/or print room, preferably in a school environment.
- A sound knowledge of the textbook, publishing and stationery industries.
- The ability to train, develop and lead a small team in the provision of excellent customer service.
- The ability to problem solve, identify opportunities for improvement and to develop and implement effective solutions.
- The ability to apply judgement to make decisions and determine appropriate actions within the Book and Print room.
- Relevant qualifications and/or training in customer service, retail or the publishing industry

COMMITMENT TO POSITIVE PSYCHOLOGY AND POSITIVE EDUCATION:

All new members of staff are required to attend a three day Positive Psychology training conference (usually held in January of each year) and all Geelong Grammar staff undertake regular update training and participate in seminars on Positive Psychology as required.

MANDATORY WORKING WITH CHILDREN CHECK:

All employees of Geelong Grammar School must undertake a Working with Children Check prior to appointment.

Attachment 1: Geelong Grammar School Purpose Document

OUR PURPOSE

is to inspire our students and community to flourish and make a positive difference through our unique and transformational education adventures

THE PHILOSOPHY THAT UNDERPINS THE SCHOOL'S UNDERSTANDING OF EXCEPTIONAL EDUCATION IS MANIFEST IN OUR **PURPOSE, SPIRIT, FOCUS, CHARACTER AND BELIEFS**

OUR FOCUS

is learning to flourish

OUR SPIRIT

is making a positive difference

OUR CHARACTER

is to be authentic, courageous, dedicated, forgiving, inquiring, loving, optimistic, passionate, resilient and trusting

WE BELIEVE

- our rigorous academic programmes create wonder, curiosity and a desire to learn
- boarding and co-education provide valuable life skills
- Positive Education enhances wellbeing and enables individuals to flourish
- our exceptional staff bring character and richness to the life of the School
- partnerships between our parents, staff and students provide the best learning outcomes
 - in nurturing strong relationships
 - in fostering spirituality and celebrating our Anglican tradition
 - in serving others and building social responsibility
 - in growing our heritage through innovation

OUR CHALLENGE

is to demonstrate that Positive Education enhances student wellbeing and to lead in establishing wellbeing as an essential component of a thriving educational system



BELONG GRAMMAR SCHOOL
EXCEPTIONAL EDUCATION