



**Job Title:** BRIT Press Coordinator

**Area:** Research

**Position  
Status**

FT Exempt

FT Non-Exempt

PT-Temporary, Non-Exempt

**Effective Date:**

01 March 2017 -  
31 Dec 2017

**Reports To:**

Director of BRIT Press

### Position Purpose

Manages all customer service and sales aspects for a small, botanically-themed press/publishing department, including management of an online storefront. Ensures the timely sales, shipment, and other customer-oriented tasks related to the distribution of the highest quality journals, books, and other BRIT published products. Assists as needed with all levels of press and publishing tasks, from procurement, to production and editing, to sales and distribution.

### Principal Responsibilities/Duties/Functions/Tasks

- Works independently with BRIT Press's Amazon, Shopify, and other book ordering systems to process and fulfill incoming orders, including packing and shipping via USPS/FedEx/UPS and handling returns. Also processes and fulfills orders received via mail, email, fax, phone, and point-of-sale.
- Independently maintains and manages subscriber databases and packs/ships journal orders (domestic and international).
- Sorts and processes incoming & outgoing Press mail. Listens for delivery bell and checks dock for incoming packages. Delivers and picks up mail to/from outside locations when necessary (USPS, FedEx, UPS.)
- Receives, unpacks, and processes incoming books, journals, and gifts for the Press and Library.
- Responds to sales requests and other inquiries about publications.
- Works closely with Accounting staff to book incoming/outgoing payments (credit card, check, cash, wire transfer), process monthly sales reports, and create invoices.
- Ensures publications are stocked, displayed, and effectively marketed in visitor areas.
- Maintains clean, well-stocked, and organized Press storage and shipping areas. Manages Press inventory.
- May assist with special Press projects when time allows (copyediting, webpage design, etc.)
- Performs other duties as needed to accomplish the goals of the Institute.

### Supervisory Responsibility

This position has no official supervisory responsibilities but may train or supervise volunteers on occasional Press tasks.

### Position Type, Expected Hours of Work, Travel, Salary

This is a part-time temporary position, not to exceed 20 hours per week, and will be reevaluated for continuation beyond December 31, 2017. A part-time schedule (within Monday through Friday, 8am to 5pm) will be arranged upon hiring. Local daytime travel may be required on occasion.



### **Work Environment**

This job operates in a professional office environment and routinely uses standard office equipment such as computers, phones, photocopiers, and filing cabinets as well as shipping materials such as tape, scissors, box cutters, and packing materials.

### **Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand; walk; use hands to finger, handle, or feel; reach with hands and arms; lift and carry up to 35 lbs; and climb stairs, ladders, and stepstools.

### **Required Education, Experience, Skills**

- Bachelor's degree in journalism, literature, or business (or significant work towards completion of such degree) OR 2 years small business experience including managing accounts, customer service, payment processing, and order/services fulfillment
- Proficiency with computers and with Microsoft Office Suite (Word, Excel, Access, PowerPoint, Publisher)

### **Preferred Education and Experience**

- Experience with some aspect of publishing (author, editor, reviewer, subscriber, printing, binding, sales)
- Experience with the following software: ecommerce/online shop platform (e.g., Shopify, Etsy, Squarespace), accounting software (e.g., QuickBooks, GnuCash, TurboCash)
- Customer service or shipping/receiving experience

### **Additional Eligibility Qualifications**

- Excellent oral and written communication skills
- Commitment to highest quality customer service
- Strong interpersonal skills and ability to communicate across cultures
- Ability to be flexible and adaptable in a changing environment
- Displays good judgment and ethical conduct
- Able to maintain focus under the pressure of deadlines
- Extremely organized and detail-oriented with ability to correctly perform duties with multiple steps and follow-through on assignments
- Able to work with minimal supervision
- A love for books and/or publishing is a plus!

### **AAP/EEO Statement**

BRIT is committed to a policy of equal employment opportunity. See Employee Handbook for detailed policy.

### **Other Duties**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.