

Atlas of Design Business and Fulfillment Manager job description

The *Atlas of Design* was intended to sell out its print run quickly. We've changed to have multiple volumes in print with reprints, and the job of managing fulfillment, keeping records for the NACIS business office and treasurer, and keeping institutional memory going, has become hard for the editorial team, which rotates every two years. Daniel Huffman has served as institutional memory and done some of the management ever since the atlas was first published in 2010. We'd like to take his continuity duties, and much of the nuts-and-bolts aspects of managing money and inventory, and move them to a position rather than a singular person. This will also free the editorial team to focus on putting together each volume, and alleviate the thrown-in-at-the-deep-end aspect of being a new team every two years.

It's important to understand that the Atlas of Design is meant to be self-sustaining, but is not meant to be a revenue stream for NACIS. Our financial goal is breaking even in both the long and short term, with the point of the exercise being the volunteer-led creation of a book that acts as an argument for excellent map design, and a showcase for examples of excellent design.

Duties

1. The position will work with our fulfillment provider, which warehouses the books and ships them to customers in the Americas and parts of the world not covered by our volunteer shipping providers (see below). This includes managing inventory (including delivery of new print runs), and being the point person for any issues with the provider. You will maintain lines of communications through staff changes at the AoD and fulfillment provider, and be a major part of finding a new fulfillment option if our current provider is no longer workable.
2. The position will work with any volunteer shipping providers. We currently have the fulfillment provider send bulk quantities of books to Amy Griffin, who forwards them to customers in Australia and New Zealand; and Hans van der Maarel at Red Geographics, who does the same for customers in Europe. This saves on shipping cost and time for those customers. This work includes a weekly checkup on the web store for applicable orders to send on to the volunteers, reconciling the web store for those orders, maintaining inventory and managing bulk shipments from the fulfillment provider, and resolving any shipping challenges with the volunteers (e.g. customs or delivery issues).
3. The position will run the AoD web store, which is hosted on Big Cartel. Your work will include the nuts and bolts of adding and removing items for sale, setting shipping prices (these vary by country and need to be calculated in coordination with EastView and any other shipping providers), and updating inventory levels to ensure that we do not sell more books than we have in stock. Some of the policy aspects of this will need to be done in conjunction with the editorial team.

4. The position will respond to customer inquiries. This includes requests that we send out replacement books for when shipments go missing or are damaged, or when there was an error. Another element is providing one-on-one assistance to customers with orders that require special handling, including large orders for which shipping needs to be calculated, and orders from tax-exempt institutions, which are entered manually. Occasionally, customers require simple pro-forma invoices or purchase orders.
5. We need to report to NACIS (the board, the Treasurer, and the Business Manager) on various aspects of the Atlas's finance. This includes tracking how much we received in shipping & handling fees on the web store, adjusting shipping fees to ensure that the overall S&H income roughly equals S&H expenses, per (3) above, reporting to NACIS treasurer as requested on shipping/handling expenses for purposes of their report, and reviewing invoices from fulfillment provider vs web store records for the same period to make sure they are aligned.
6. Finally, you will work (in consultation with the AoD editorial team and NACIS folks) on the process of ordering and shipping reprints to Eastview, and creating new/revised products on web store.

Authority

Recruitment and selection of person to fill this position is the responsibility of the current Atlas of Design team, with approval of their choice by the NACIS executive team.

The position reports to the Atlas editorial team. The Atlas team will continue to be active in sales, promotion, and representing the atlas at NACIS events.

The position will probably be the default liaison with the board, responsible to attend NACIS board meetings (in person at the annual meeting, remotely otherwise) to answer questions and transmit current information on the atlas. Members of the editorial team can also/alternatively act in this position, especially if (as is sometimes the case) a board member is also serving on the editorial team. The board may in future designate this position or a member of the editorial team as an ex officio non-voting member of the board.

Terms

We are looking for a 4-year term for this position, beginning in an "off year" for the atlas (i.e. an odd-numbered year), with a transition period of a few months to a new person. First term will be considered to have started in 2021, to expire in summer 2025.

Pay is currently set at \$40/hour, with an annual cap of \$2500. Billing period to be determined.

Hours will vary widely. The months around and after release of a new edition or reprint can be crazy. Other periods can be very quiet. Some of this job involves responding to “crises” as they arise.

Qualifications

We are looking for someone who:

- understands the basics of selling physical products via e-commerce, and preferably has some experience with computer-based sales systems for those products.
- has good customer service relationship and management skills that embody the values of NACIS.
- has experience with small and bulk shipments, and with some of the ways shipments can go wrong.
- is adaptable to willing to learn the particular systems we use, and can suggest improvements to fit our needs on an evolving basis.
- enjoys maps and comes from a background of appreciation and interest in cartography.