**Department of Human Resources**

**OPSEU Job Description**

**Job Title:** Print Associate

**Job Number:** SO-460

**NOC:** 7381

**Band:** 4

**Department:** Financial Services

**Supervisor Title:** Manager, Campus Print & Logistic Services

**Last Reviewed:** March 16, 2022

**Job Purpose**

This position’s primary function is to perform the day to day operations of the Print Shop and provide operational support to the Print Coordinator. This position assists with print and promotional production and the customer service of the Print Shop. Activities include but not limited to: preparation of print jobs (design, imposition and submission to appropriate technology), operation of all equipment, finishing, providing customer service, billing jobs, and preparing for distribution.

**Key Activities**

1. **Operation.** Operates the digital presses, large format printers, finishing equipment (cutting, perforating, scoring and bindery), heat presses, Glowforge and material handling equipment to produce a variety of black and white and coloured print materials. Completes print job set up, selects and recommends appropriate paper stocks, maintains print quality by adjusting equipment controls and paper feeds to produce a quality product.
2. **Production.** Executes work orders provided by Print Coordinator. Operates document input system: receives jobs via internal mail, email, direct to print system, phone, fax and counter. Process jobs using either imposition software, file to printer method or copying. Upon completion of job, package the job, produce receipt and label package.
3. **Design.** Using appropriate software to create proofs for customers. For Trent materials, ensure brand standards are being adhered to.
4. **Inventory**. Maintains inventory of supplies and consumables. Keeps Print Coordinator informed of inventory levels and indicate when ordering is required.
5. **Maintenance**. Under direction of Print Coordinator, assist with daily maintenance of all equipment.
6. **Customer Service.** Communicating with customers by phone, email or in person at the Print Shop counters.
7. **Tracking.** Enter billing information at the end of each job which will produce a receipt and a shipping label for each job.
8. **Fulfillment.** Fulfill specialty, printer, or photocopier paper and envelope supply orders for the faculty and staff.
9. Perform similar and related duties as required.

**Education**

College Certificate/Diploma (2 year) with courses in Graphic Design and Digital Print Production.

**Experience Required**

* 1 year experience with computerized digital print production *including* customer service experience. This position should have a background in the print reproduction field. Experience in an administrative or office environment would be beneficial.
* Advanced level of computer skills including proficiency applications such as Microsoft Office Suite (Word, Excel, Publisher, Access), Adobe Creative Suite, Roland Versaworks and Corel Draw.

**Communication**

Internal:

* Faculty, staff, students.
* Provide guidance on lead times, printing and shipping inquiries.
* Provide assistance regarding requirements for print jobs, how to submit orders and

materials to use.

* Contact client when there is a question with the job request, if a rush order, when the job is complete or any other issues pertaining to the job.

External:

* Community members and students.
* Relay quotations and pricing.
* Advise on printing requests
* Inform clients when jobs are completed.

**Motor/ Sensory Skills**

* Fine Motor Skills –digital press, colour printers and assorted bindery equipment, requires accuracy and precise movements. Running computer with mouse in graphic programs to manipulate images and layout.
* Coordination - Loading equipment with paper, toner, and other machine consumables. Sorting mail, loading mail, driving mail truck.
* Hearing - Constant high noise level, interpret unusual noises in equipment, being able to hear phone and customers at front desk.
* Seeing - Checking print material, layouts and colour quality, match paper colour with bindery materials, comparing colour of production to proof throughout the run.
* Smell - Fumes from toners, padding glue, general output of machine heat
* Touch - Texture of paper stock, precise settings on machinery, separation of envelopes, counting finished product, packing materials.

**Effort**

Mental:

* Seeing - High attention to detail from the receipt of an order to its completion. For example, reading the request, choosing right medium and materials for job, ensuring proper quantities and level of quality.

Physical:

* Standing - Operating print shop and mail room equipment, sorting mail
* Bending - Maintenance of equipment, adjusting print quality, sorting packages
* Lifting - Unloading boxes of paper, mail bags, courier packages, weighing packages
* Carrying - Moving and loading paper into equipment, printed materials, paper, office supplies, mail, packages
* Sitting - Operating computer, punching/binding booklets, sorting and packaging orders, sorting mail.

**Working Conditions**

Physical:

* Environmental. Constant exposure to equipment noises, exposure to cold air from the dock, exposure to fumes created in Carpentry department.

Psychological

* Lack of control - Constantly changing priorities, inflow of job requests, variety of interruptions, short lead times
* Restricted location - Print shop access restricted to staff only. Constant exposure to load noises, fumes and machinery
* Constant cool temperatures due to climate controlled environment
* Concrete floors hard on feet and legs