**Department of Human Resources**

**OPSEU Job Description**

**Job Title:** Print Coordinator

**Job Number:** SO-009

**NOC:** 7381

**Band:** 6

**Department:** Financial Services

**Supervisor Title:** Manager, Print & Retail Services

**Last Reviewed:** May 30, 2018

**Job Purpose**

This position primary function is to manage the day to day operations of the Print Shop and provide operational support to the Manager, Print & Retail Services. Coordinates, schedules and assists in the production of the Print Shop. Activities include but not limited to: scheduling production, preparing print jobs (design, imposition and submission to appropriate technology), finishing, customer service, operating all equipment, billing jobs, and preparing for distribution.

**Key Activities**

1. **Schedule.** Production deadlines by scheduling and rescheduling individual print jobs on appropriate equipment without direct supervision of the Manager, Print & Retail Services.
2. **Operation.** Oversees and operates the digital presses, large format printers, finishing equipment (cutting, perforating, scoring and bindery), 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.
3. **Production.** Directs work orders from beginning of receipt. 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.
4. **Design.** Using appropriate software to create proofs for customers. For Trent materials, ensure brand standards are being adhered to.
5. **Quote.**  Within the parameters set by the Manager, provide quotations.
6. **Inventory**. Maintains inventory of supplies and consumables. Orders when required.
7. **Maintenance**. Responsible for cleaning and daily maintenance of all equipment including making minor adjustments and repairs. If repairs cannot be made, contacting the appropriate company for servicing of the equipment.
8. **Customer Service.** Communicating with customers by phone, email or in person at the Print Shop and Mail Room service counters. Advises on product availability and cost effective printing and shipping solutions.
9. **Tracking.** Enter billing information at the end of each job which will produce a receipt and a shipping label for each job.
10. **Fulfillment.** Fulfill specialty, printer, or photocopier paper and envelope supply orders for the faculty and staff.
11. Maintain a clean, orderly and safe work area.
12. Perform similar and related duties as required.

**Education**

College Certificate/Diploma (3 year) with courses in Graphic Design and Digital Print Production.

**Experience Required**

* Two years’ 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.
* Expert 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