**Department of Human Resources**

**OPSEU Job Description**

**Job Title:** Print & Post Operations Assistant

**Job Number:** SO-401

**NOC:** 7381

**Band:** 5

**Department:** Finance Department

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

**Last Reviewed:** May 5, 2015

**Job Purpose**

This position provides operational support to the Print Coordinator in the Print Shop and the Post Coordinator in the Mail Room. The position also provides backup to the MV1 Scheduler and Driver, as required. Activities include providing counter service for both Print Shop and Mail Room, operating all equipment, processing print, vendor card and copy requests, sorting and distributing internal, external incoming and outgoing mail, processing outgoing mail and courier shipments, receiving goods and distributing goods.

**Key Activities**

Print Shop Support (50%)

1. Operates digital copiers, high speed duplicator, fax machine, 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 setup, selects and recommends appropriate paper stocks, and maintains print quality by adjusting equipment controls and paper feeds to produce a quality product.
2. Operates document input system by receiving jobs via internal mail, email, direct-to-print system, phone, fax and counter. Processes jobs using either imposition software, file-to-printer method or copying. Upon completion of job, packages the job, produces receipt and labels package.
3. Maintains production deadlines by scheduling and rescheduling individual print jobs on appropriate equipment without direct supervision of the Manager, Print & Retail Services.
4. Uses appropriate software to produce print jobs (e.g. simple layouts and proofs.)
5. Provides customer relations by communicating with customers by phone, email or in person at the Print Shop service counter. Advises on product availability and cost-effective printing solutions.

Mail Room Support (35%)

1. Operates mail processing equipment, material handling equipment and courier shipment systems. Sorts and distributes internal and external mail to appropriate mail boxes, prepares mail for delivery by the mail room driver.
2. Provides back up for MV1 Scheduler and Driver, as required.
3. Provides customer relations by communicating with customers by phone, email or in person at the Mail Room service counter. Advises on product availability and cost-effective shipping solutions.

Other (15%)

1. Programs vendor cards for University photocopiers.
2. Processes specialty, printer, or photocopier paper and envelope supply orders for the faculty and staff.
3. Maintains a clean, orderly and safe work area.
4. Performs other duties, as required.

**Education**

College Certificate/Diploma (1-2 year) with courses in Graphic Design and Digital Print Production.

**Experience Required**

* Minimum two years of experience in a digital printing environment, including six months in a mail room environment.
* Intermediate level of computer skills including proficiency in applications such as Microsoft Office Suite (Word, Excel, Publisher, Access), Adobe Creative Suite, Roland Versaworks and Corel Draw.

**Communication**

Internal:

* Faculty, staff, students – providing guidance on lead times, printing and shipping inquiries. 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.
* Staff - requesting information and dropping off and picking up mail
* Faculty - requesting information and dropping off and picking up mail
* Students - requesting information and dropping off and picking up mail
* Contact can be confrontational due to misplaced or mis-delivered mail

External:

* External Clients – relay quotations provided by Print Shop Manager, advice on printing requests, and inform clients when jobs are completed.
* Couriers
* Truckers
* Contractors
* Others - asking directions

**Motor/ Sensory Skills**

* Fine Motor Skills - Electronic duplicator, 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, machine operation.

**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.
* Sustained attention and visual Mail stamping and sorting
* Sustained attention - Driving, loading the truck

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.
* Walking - Loading delivery truck, receiving merchandise, moving boxes, sorting mail

Internal:

* Staff
* Faculty
* Porters
* Students

External

* Post Office
* Couriers
* Building supply personnel

**Motor/ Sensory Skills**

* Environmental - Constant exposure to equipment noises, exposure to cold air from the dock, exposure to fumes created in Carpentry department.
* Fine motor skills - Keying information into postage machine, have to be accurate to get correct information.
* Dexterity - Driving and parking the mail truck in downtown traffic and on campus where high pedestrian traffic.
* Co-ordination - Lifting and moving freight safely, usually alone.
* Hearing - Must be constantly aware of what's going on around you, i.e. while driving, parking.
* Visual - Ensure that truck is loaded safely so no shifting or falling of load.

**Working Conditions**

*Indicate any physical and psychological conditions of the position that make the job unpleasant, disagreeable and/or hazardous to health and well-being. Describe the nature, frequency and duration of exposure.*

Physical

* Poor weather - Driving conditions
* Noise, fumes, extremes of hot and cold - Traffic, loading docks
* 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.
* Dealing with frustrated people - Looking for lost mail