#### Trent University LogoOPSEU JOB DESCRIPTION

**Job Title:** Print and Logistics Assistant

**Job Number:** SO-459 | VIP: 1705

**Band:** OPSEU- 3

**NOC:** 7381

**Department:** Trent University Durham

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

**Last Reviewed:**  November 16, 2021

#### **Job Purpose:**

Directly reporting to the Manager, Print & Retail Services, and in collaboration with the Director, Academic Programs and Campus Operations (Durham), the Campus Print and Logistics Assistant is responsible for the daily operations of the Durham Campus Print and Post Service Centre.

#### Key Activities:

##### General Operations

* Acts as first point of contact in supporting customers for Durham Campus Print and Logistics Service Centre functions.
* The liaison for inter-campus Print and Logistics operations.
* Support Campus Card office with Durham card printing and distribution.

##### Print Centre Operations

* Daily Production:
  + Operates production printer
  + Finishing orders using finishing and bindery equipment.
  + Process and run general scantron software (grading of multiple choice exams)
  + Accept orders for internal and external purposes
  + Take orders and forward to Campus Print Peterborough
* Customer Service:
  + First point of contact with customer.
  + Communicates with clients by phone, by email or Campus Print Durham’s front counter. Answers questions on printing, copying and bindery needs.
  + Informs customer when job is ready via email or telephone.
  + Responsible for small inventory of office supplies for Durham campus community.
* Administration:
  + Bills jobs using the UPS Trackpad software for internal jobs. Processes counter payments using POS system.
  + Bills all print jobs and allocates to appropriate departments
  + Creates, distributes and maintains copier codes for Durham faculty and staff.
  + Obtains photocopier readings from all Durham campus copiers and report readings to copier vendor for billing purposes.
  + Fill supply orders and maintain campus photocopy machine paper stock and supplies.
  + First point of contact for Durham campus machine issues, with follow-up for maintenance and repair requests to contractor, as required.

##### Logistics Operations

* Processes and tracks inbound and outbound shipments (courier/Canada Post/print shop) daily, using both Colleague and tracking system.
* Sort and stamp outgoing mail.
* Receive and schedule outgoing inter-campus courier shipments.
* Sort, track, and distribute incoming Canada Post and courier packages.
* Provides mail and packages to campus staff and faculty and delivers residential mail and packages to Housing Service Centre during Academic year.
* Handle perishable and hazardous goods; understand and conform to current government standards.
* Other duties as assigned.

#### Education Required:

* Secondary school diploma required.

#### Experience/Qualifications Required:

* Excellent interpersonal skills.
* 1 year related experience delivering/sorting/picking up mail/parcels.
* Minimum 1 year experience working in a related field such as an office or print shop environment; demonstrated experience working with photocopiers, printers, large format printer, bindery and finishing equipment.
* Specific knowledge of Canada Post regulations.
* General knowledge of record-keeping techniques.
* Ability and judgement to handle sensitive data with complete confidentiality.
* Intermediate level of computer skills; proficiency in Adobe Acrobat, MS Word, Excel and PowerPoint.
* Must be familiar with computer programs.
* Must be physically capable of routinely lifting/handling heavy materials.
* Must be familiar with perishable and hazardous goods and how they are to be handled; understand and conform to current government standards.
* Must be familiar with AODA standards
* Excellent organization skills; general knowledge of record keeping techniques.
* Demonstrated skills in, and commitment to, customer service and continuous improvement.
* Demonstrated ability to work independently.
* Must hold a valid Ontario driver’s license – class ‘G’ minimum.
* Criminal Record Check (dated within the last 6 months) will be a required condition of employment.

#### Supervision:

* None.

**Job Evaluation Factors:**

##### Analytical Reasoning

-Immediate decision making is required, using good judgement and an understanding of process and procedure.

##### Decision Making

-Position works independently and must make decisions, as such, daily. Considerations must be taken for priority work during high-volume periods.

##### Impact

-Position must respond to requests using accuracy and confidentiality (ie. exam printing, personnel mail) at all times. Internal print and post services assist Durham campus operations to run efficiently and uphold legal requirements for such services.

##### Responsibility for the Work of Others

-None.

##### Communication

Internal:

* Staff – placing print orders, requesting information and dropping off and picking up mail
* Faculty - placing print orders, requesting information and dropping off and picking up mail
* Students - placing print orders, requesting information and dropping off and picking up mail
* Contact can be confrontational due to misplaced or misdirected mail

External

* Post Office
* Couriers
* Machine maintenance contractors

##### Motor/ Sensory Skills

* Fine Motor Skills/Dexterity/Co-ordination – Sorting mail and Machine Operation (sorting and stamping), assorted print/copying equipment requiring accuracy and precise movements.
* Touch - Machine Operation
* Equilibrium – Unloading, moving, shelving, packing paper and supplies.
* Visual - Mail sorting and machine operation, constantly checking quality.
* Visual/touch/smell - Handling of packages, fumes from toners, texture of paper stock, precise settings on machinery.
* Using software for booking and scheduling and postage machine
* Co-ordination - Lifting and moving packages, usually alone. Loading equipment with paper, chemicals, toners, specific ink colours.
* Hearing – Constant high noise level; interpret unusual noises in equipment. Must be constantly aware of what's going on around you.

##### Effort

Mental:

* Sustained attention
  + Touching/working with chemical shipments
  + Maintaining safe working environment
  + Interaction with clients
  + Mail sorting and stamping
* Constantly monitor quality of printed materials, accuracy of measurement and positioning.
* Continuous interruptions by phone, front counter.

Physical:

* Walking - Loading delivery truck, receiving merchandise, moving boxes, sorting mail
* Standing - Loading delivery truck, receiving merchandise, moving boxes, sorting mail, running print shop equipment.
* Bending/lifting/carrying/pushing/pulling/extending/reaching - Loading delivery truck, merchandise, moving boxes, sorting mail receiving, adjusting equipment, unloading and carrying boxes of paper, office supplies and finished printed materials.
* Keyboarding - Stamping Mail, answer email, inbound packages.

##### Working Conditions

Physical

* Poor weather – Delivery conditions.
* Noise, fumes, extremes of hot and cold - loading docks
* Dusty/Dirty conditions
* Lighting
* Constant exposure to loud noises, fumes, machinery
* Standing on hard floors putting strain on feet and legs

Psychological:

* Dealing with frustrated people - Looking for lost mail
* Interacting with people with regard to deliveries and shipments
* Fast-paced
* Time pressures
* Lack of control
* Priorities
* Interruptions