#### Trent University LogoOPSEU JOB DESCRIPTION

**Job Title:** Print & Logistics Associate

**Job Number:** SO-471 | VIP: 1908

**Band:** OPSEU- 4

**Department:** Trent University Durham

**Supervisor Title:** Supervisor, Print Services

**Last Reviewed:**  May 18, 2023

#### **Job Purpose:**

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

#### Key Activities:

##### General Operations

* Acts as first point of contact in supporting customers for Durham Campus Print Shop, and logistics functions.
* Provides localized Durham support for Trent University Bookstore operations.
* Supports Campus Card office with Durham card printing and distribution and loading campus cards with funds.

##### Print Shop Operations

1. **Daily Production:**
   * **Schedule.** Production deadlines by scheduling and rescheduling individual print jobs on appropriate equipment without direct supervision.
   * **Operation.** Oversees and operates the digital press, large format printer, 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.
   * Troubleshoots equipment repair in a timely manner, and sometimes without guidance.
   * **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. Processes jobs using either imposition software, file to printer method or copying. Upon completion of job, package the job, produce receipt and label package.
   * **Scantrons.** Receives completed scantrons. Scans to the Peterborough campus and tracks progress. Bills and returns scantrons after processed.
2. **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.
3. **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.
* Fields inquiries about, and receives and distributes bookstore orders for, the Trent Durham campus.
* 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.
* Delivers mail and packages to, and picks up mail and packages from, other Trent locations in the City of Oshawa.
* Handle perishable and hazardous goods; understand and conform to current government standards.
* Other duties as assigned.

#### Education Required:

* College Certificate/Diploma (2 year) in Administration, Business or Print Production.

#### Experience/Qualifications Required:

* One (1) to two (2) years’ related experience delivering/sorting/picking up mail/parcels.
* Minimum one (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 Creative Suite, MS Word, Excel and PowerPoint.
* Excellent interpersonal skills.
* Must be familiar with computer programs and usage of scheduling software.
* Must be physically capable of routinely lifting/handling heavy materials.
* 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.

#### Supervision:

* No formal supervision of others is required.

**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.

##### 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.
* Motor skills - driving required for deliveries between Oshawa locations

##### Effort

Mental:

* Sustained attention to detail
  + 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 (both driving and walking).
* 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: lost packages, tight deadlines for jobs
* Interacting with people with regard to deliveries, print jobs and shipments
* Fast-paced
* Time pressures
* Lack of control
* Priorities
* Interruptions