

Job Description

Job Title:	Senior Project Coordinator
Department:	Print + Retail Solutions
Reports To:	Manager, Production
Jobs Reporting:	Shipper/Receiver/Operators (3)
Salary Grade:	USG 7
Effective Date:	February 2023

Primary Purpose

The incumbent is the primary point of contact for W Print customers, steering projects throughout their life cycle from estimating, to print management intake, to final delivery, with a strong understanding of project specifications, budgets, and timelines. As the senior member of the project coordination team, the incumbent is responsible for the effective scheduling and supervision of the print shop, ensuring jobs are completed on time. The senior PC accomplishes this through diligent monitoring of equipment throughput and optimizing staff assignments that impact the academic mission and reputation of the University. As a key member of the W Print team responsible for the area's overall success, the incumbent will work closely with the Manager and take ownership for ensuring that projects are planned and executed effectively. And as a front-line staff member, they will exhibit the highest level of professionalism and excellent communication skills at all times.

Key Accountabilities

Collaboration

- Interacts regularly with all P+RS staff and supports cross-promotion of products and services wherever possible
- Establishes and maintains strong partnerships and relationships with units throughout the university and the affiliated colleges that help P+RS achieve its goals, while ensuring that P+RS is represented professionally

Customer Service and Business Development

- Commits to positive interactions with all customers and provides appropriate level of assistance regardless of situation or location
- Proactively fosters friendly and productive working relationships with key contacts
- Ensures that all customer inquiries are handled in a professional, timely manner; and in cases when customers should be redirected to other staff, the incumbent will ensure that the redirection is complete and that the customer is not left without service
- Capable working with tight deadlines and able to handle difficult situations with tact and diplomacy
- Ensures that all business development opportunities are handled in a professional, timely manner, maintains a broad understanding of all products and services offered in P+RS, and in cases when customers should be redirected to other staff, the incumbent will ensure that the redirection is complete and that the customer is not left without service
- Supports business development through the creation and enhancements of operational processes as opportunities arise, such as (but not limited to) procurement, billing processes, packaging and distribution, technological implementation, promotion and marketing
- Develops broad knowledge and understanding of P+RS products and service offerings and understands how print and retail work cohesively together related to business development and customer service, maximizing the ways P+RS can meet customers' needs

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Project Management

- Responsible for the complete life cycle of all W Print requests not related to course materials, exams/assessments and wide format printing.
- Maintains a strong understanding of course materials, exams/assessments and wide format business and processes provide back up and support other Project Coordinators.
- Collects initial information from the client; asks appropriate questions to gather additional information, anticipate needs of the client, and determine end-use of project; and makes recommendations to client regarding quality and cost-effectiveness of output
- Tracks project deadlines (interim and final) throughout the production/development process; monitors projects to foresee timing problems and work towards a solution; manages client expectations, provides status updates to clients
- Must handle many projects of various size and scope, with competing deadlines, simultaneously

Print Management System

- Ensures that all relevant project information is entered accurately into the print management system
- Uses the print management system to update customer information, look up job history, and edit orders and pricing
- File management for external vendors/partners when required

Effective Production and Retail Performance

- Responsible for ensuring files are production-ready before being transferred to W Print locations
- Ensures adequate inventory is available for completion of customer orders

Vendor Management

- Coordinates production with outside vendors when necessary, providing files, determining pricing, communicating timelines, and initiating purchase orders
- Liaises with outside vendors to ensure the timely delivery of projects

Communications

- Ensures that customer pricing is accurate and provides quotes to customers before production commences
- Collaborates with Production Manager on pricing to determine best price/location to complete orders

Staff Management

- Through creative strategies and activities, fosters a strong 'team spirit' among full-time and casual staff
- Maintains a diverse, high-performing team, representative of the campus community, through consistent selection, development and motivation
- With support from the Manager, Production, addresses performance and staffing issues quickly and decisively – and proactively, whenever possible – within their team
- Monitors staffing levels and future needs for areas under their responsibility, and ensures casual staffing needs are identified

**All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.*

Required Qualifications

Education

- High school diploma

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- College diploma in print production, business, marketing, and/or operations considered a strong asset

Experience

- Minimum of three years in a print production environment, including experience using a print management system
- Experience in a design agency or commercial production setting an asset
- Experience and demonstrated ability to use Microsoft Office products
- Intermediate experience with Adobe Creative Suite (Illustrator, InDesign, Photoshop)

Knowledge/Skills/Abilities

- Excellent written and verbal communication skills
- Interpersonal skills and relationship-building
- Knowledge of production print environment (e.g., typical procedures, safety protocols)
- Knowledge of design theory
- Demonstrates sound, independent decision-making and judgement
- Strong organizational skills and ability to handle multiple tasks and meet deadlines with attention to detail
- Excels in a fast-paced environment with changing priorities
- Enthusiastic, customer-focused orientation

Nature and Scope

- **Contacts:** Creative Services, Central Stores, external vendors, and campus customers to facilitate completion and delivery of orders
- **Level of Responsibility:** Responsible for ensuring completion of production jobs as directed. When indicated timelines are not achievable, the incumbent is expected to communicate this immediately to the Production Manager in order to prioritize jobs to ensure the most effective outcomes – taking into consideration business needs and customer expectations
- **Decision-Making Authority:** This position is expected to work independently, and has decision-making authority for the items outlined above. In complex or unusual situations, issues may need to be escalated to the Production Manager.
- **Physical and Sensory Demands:** Physical effort required to lift 30 pounds of paper (boxes). Attention to details, accuracy, and verbal communication with customers, co-workers, and management. Multi-task environment requires excellent organizational skills for timely sequential jobs as received from customers or prioritizing jobs as needed for efficient job completion.
- **Working Environment:** Work area is in the production environment of P+RS. The work requires ability to move about frequently, including bending, stretching, lifting, and standing for extended periods, and requires attention to the surroundings