Job Description

Job Title: Copy Centre/Digital Production Operator
Department: Print + Retail Solutions
Reports To: Associate Director, Operations & Strategic Initiatives or Assistant Manager, Production

Jobs Reporting: None
Salary Grade: USG 4
Effective Date: November 1, 2019

Primary Purpose
The position is accountable for providing excellent customer service, fulfilling sales and service requests, and assisting with duties as required in Media.doc locations and the Digital Production facility.

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
- Commits to positive interactions with all customers and provides appropriate level of assistance regardless of situation or location
- 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

Equipment Operation
- Operates print copiers and production equipment as directed
- Ensures customer print orders are completed accurately and meets timelines
- Responsible for efficient, timely printing on the production equipment and assisting with related duties
- Accountable for the secure printing and finishing of confidential materials including exams

Effective Production and Retail Performance
- Maintains safe operation of printers and computer equipment
- Adheres to all applicable health and safety procedures, instructions, and directives
- Monitors machine performance and requests service when indicated

Internal Communication
- Assists the Production Manager in ensuring optimal operation of the Digital Production area
- Monitors inventory and notifies his/her manager of any pending shortages
- Communicates with the Production Manager regarding any problems that may affect production deadlines

Inventory Management
- Monitors paper and finishing supply levels and communicates reorder requests to the Production Manager
Job Description

**Required Qualifications**

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<th>Education</th>
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<td>• High school diploma or equivalent experience</td>
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<th>Experience</th>
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<tr>
<td>• Experience with operation of production level print/finishing equipment</td>
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<td>• Valid Ontario G Driver’s License required</td>
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<th>Knowledge/Skills/Abilities</th>
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<td>• Knowledge of the production print environment and standard procedures</td>
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<td>• Strong interpersonal and relationship-building skills</td>
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**Nature and Scope**

- **Contacts**: Beyond connections with P+RS colleagues, the incumbent maintains excellent relationships with customers (staff, faculty, and students) to ensure positive positioning for P+RS.

- **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 to the manager in order to prioritize jobs to ensure the most effective outcome.

- **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 50 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 or South Campus Hall shipping/receiving for P+RS. The work requires ability to move about frequently and requires attention to the surroundings.