

Job Description



Job Title:	Operator/Shipper/Receiver
Department:	Print + Retail Solutions
Reports To:	Production Manager or Manager Shipping & Receiving
Jobs Reporting:	None
Salary Grade:	USG 4
Effective Date:	November 2020

Primary Purpose

The position is accountable for providing excellent customer service, operation of production print & finishing equipment, receiving of products and supplies and the complete life cycle of preparing and shipping online orders. They are responsible for using various computer applications to record inventory, process print orders, process web orders and record important production, receiving and shipping details. They will be required to transition between various P+RS locations to support peak business periods and work on the tasks requiring immediate attention.

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

Effective Production and Retail Performance

- Maintains safe operation of production and computer equipment
- Adheres to all applicable health and safety procedures, instructions, and directives in all P+RS locations they are working
- Monitors machine performance and requests service when indicated

Internal Communication

- Assists in ensuring optimal operation of the Digital Production and Shipping/Receiving areas
- Communicates with the management regarding any problems that may affect production, shipping or receiving deadlines

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Logistics

- Facilitates the delivery of products between P+RS business units
- Serves as the primary backup for the courier driver, also driving the second delivery van during peak periods
- When acting as a P+RS courier, operates the P+RS vehicle to deliver goods for all business units, inspects vehicle regularly including tires, lights, brakes, and gas, and reports any problems to the Manager, Shipping and Receiving
- Contacts the P+RS courier or Central Stores to facilitate delivery of materials or products across the campus, as required

Inventory Management

- While in W Print, monitors paper and finishing supply levels and communicates reorder requests to the Production Manager
- Responsible for accuracy in all shipping and receiving transactions – accuracy impacts buying decisions, customer service and the overall operational success of P+RS
- Retrieves invoicing paperwork from vendors in the event that it does not accompany the delivery
- Uses P+RS inventory management systems to record receiving accurately, track production jobs and process web orders, recognizing that there is the potential for system-wide negative impact if work is not completed properly
- Uses P+RS point of sale and banking industry payment systems to facilitate customer payment processing
- Physically receives and processes incoming and outgoing deliveries, lifting and moving boxes (up to 50 lbs)

**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 or equivalent experience

Experience

- Experience with operation of production level print/finishing equipment
- Valid Ontario G Driver's License required

Knowledge/Skills/Abilities

- Knowledge of the production print environment, shipping, receiving and associated standard procedures
- Strong interpersonal and relationship-building skills
- Working knowledge of inventory/print management, shipping and point of sale systems
- Critical thinking
- Excellent written and verbal communication skills
- Interpersonal skills and relationship-building
- Adheres to all applicable health and safety procedures, instructions, and directives
- Must be proficient in Microsoft Office (Word, Excel, Outlook)

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.

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- **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.