

Job Description

Job Title:	Assistant Manager, W Print
Department:	Print + Retail Solutions
Reports To:	Manager, Production
Jobs Reporting:	Shipper/Receiver/Operator
Salary Grade:	USG 6
Effective Date:	November 2020

Primary Purpose

The Assistant Manager, W Print is accountable for the smooth operation of the W Print production facility and for the provision of excellent customer service. Supervising and directing W Print staff in SCH and GSC, the incumbent ensures that all jobs are completed on time and to the highest quality. They are responsible for scheduling staff for various shifts to ensure that the facility is staffed sufficiently at all times, as well as supervision during shifts. They are responsible for excellent customer and technical service and must understand the entire life cycle of customers' orders. The incumbent has thorough knowledge of all products and services available through W Print and other P+RS business units. They work closely with their manager and the P+RS Business Development Working Group to suggest and help implement new business initiatives in W Print.

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
- Works in other areas of P+RS when required to support peak business periods

Customer Service

- Commits to positive interactions with all customers and provides appropriate level of assistance regardless of situation or location
- Provides technical input and support for customer printing, scanning and finishing orders
- Informs customers of W Print product and service offering, and advises on job requirements for completion and optimization
- 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

Job Description



<p>Leadership</p> <ul style="list-style-type: none">• Trains and acts as resource to other staff members operating W Print software and equipment• Supervise W Print production staff as needed, providing direction, training, and active and supportive coaching• Assists with scheduling W Print staff across two shifts to ensure adequate capacity is maintained at all times• Plans, lays out, and supervises the work of W Print staff engaged in the production of a wide variety of printing, finishing and scanning jobs• Provides strong leadership through collaboration with the entire W Print team
<p>Staff Management</p> <ul style="list-style-type: none">• Trains, supervises and mentors W Print team members• Initiates and conducts regular performance conversations and annual reviews with direct reports• With support from the Production Manager, addresses performance and staffing issues quickly and decisively – and proactively, whenever possible – within the W Print team
<p>Effective Production and Inventory Management</p> <ul style="list-style-type: none">• Monitors quality control of jobs, ensuring errors are identified and effectively corrected in a timely manner• Manages secure intake, processing, storage and destruction processes for confidential document printing, finishing and scanning• Ensures staff maintain safe operation of printing, finishing and computer equipment• Adheres to all applicable health and safety procedures, instructions, and directives• Investigates, troubleshoots and corrects basic equipment problems and malfunctions• Monitors machine performance and arranges for service when indicated• Performs basic equipment maintenance to sustain performance and quality standards• Ensures that job details are recorded and submitted properly for billing processes• Performs print optimization pre-flight operations• Monitors supply levels and places orders independently• Reports any inventory issues to the Production Manager
<p>Communication</p> <ul style="list-style-type: none">• Communicates with the Production Manager regarding any customer service issues or problems that may affect P+RS' reputation and/or production deadlines• Ensures a collaborative and supportive work environment by holding regular one-on-one meetings with staff• Participates in regular team meetings, leading them when the Manager is not available• Acts as a primary W Print contact for established equipment and supply vendors
<p>Equipment Servicing and Maintenance</p> <ul style="list-style-type: none">• Acts as primary contact for service staff, scheduling service calls with technicians when necessary• Resolves any service or maintenance issues by working with vendor contacts and communicates them to the Manager
<p>Business Development</p> <ul style="list-style-type: none">• Maintains customer relationship profiles for customer retention and loyalty-building• Promotes products and services through meetings or presentations to the campus community when required

**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*

Job Description



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 <ul style="list-style-type: none">• High School Diploma or equivalent education and experience• Post-secondary education in the printing/production field is preferred
Experience <ul style="list-style-type: none">• Three years of experience in a technical customer service and/or junior business development role• Demonstrated production supervision experience and knowledge is required• Demonstrated expert-level experience setting up, transferring, and operating production-level print, scan, and finishing equipment, normally acquired through several years of experience working in a print production facility
Knowledge/Skills/Abilities <ul style="list-style-type: none">• Relevant industry work experience is highly desired• Knowledge of the production and wide -format print environment and standard operating procedures• Must have advanced knowledge of pre-production optimization software and equipment, and a thorough understanding of all aspects of production systems and processes including printing, scanning and finishing• Must have a solid understanding of data transfer techniques such as SFTP, file-sharing, etc. to move digital files to production equipment• Knowledge of file management to ensure that all files are backed up, transferred and stored securely in an organized fashion• Excellent written and verbal communication skills• Strong interpersonal skills and relationship-building

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. In addition, the incumbent will maintain professional relationships with equipment, software and supply vendors to facilitate service and maintain supply levels.
- **Level of Responsibility:** Responsible for supervising staff who process orders from file creation and submission through to production and delivery. Ensures that their team operates all equipment and software independently, while also training and directing others using W Print production resources.
- **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 (moving, bending, twisting, lifting) required to lift 50-pound boxes (e.g., paper). 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 and requires attention to the surroundings. There may be unusual hours or schedules, extended weekend hours, or weekday extended hours with varying volumes of work at different times of the year.