Job Description

Job Title: Project Coordinator
Department: Print + Retail Solutions
Reports To: Manager, Production
Jobs Reporting: None
Salary Grade: USG 6
Effective Date: August 1, 2017

Primary Purpose
The incumbent is the primary point of contact for New Media Services customers, steering projects throughout their life cycle from estimating to final delivery, with a strong understanding of project specifications, budgets, and timelines.

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.

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 Digital Production or Media.Doc locations
- Ensures adequate inventory is available for completion of customer orders

Vendor Management
- Coordinates production with outside vendors – provides files, determines pricing, communicates timeline, and initiates purchase orders when appropriate

Communications
- Ensures that customer pricing is accurate and provides a quote to customer before production commences
- Collaborates with Production Manager on pricing to determine best price/location to complete orders
Job Description

Team Support
- Supports Digital Production and Media.Doc locations during peak business periods with customer service and print production duties as required

Required Qualifications

Education
- High school diploma or equivalent experience

Experience
- Minimum of three years in a print production environment including experience using a print management system

Knowledge/Skills/Abilities
- Excellent written and verbal communication skills
- Interpersonal skills and relationship-building
- Knowledge of production print environment and procedures

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 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 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 of P+RS. The work requires ability to move about frequently and requires attention to the surroundings.