

Job Description

Job Title:	Coordinator, Production and Customer Service
Department:	Print + Retail Solutions
Reports To:	Manager, Production
Jobs Reporting:	None
Salary Grade:	USG 5
Effective Date:	November 2020

Primary Purpose

The Coordinator, Production and Customer Service is one of the primary contacts for W Print and accountable to provide excellent customer service, to promote W Print, and assist with new business development. They are responsible for excellent customer and technical service for the entire life cycle of customers' orders. The incumbent ensures that customers understand service and product options, and orders are properly prepared for completion and completed accurately to meet expected timelines. The incumbent demonstrates thorough knowledge of products and services available through W Print and other P+RS business units. They work closely with their manager to analyze and implement new business development initiatives in W Print categories. They have in-depth knowledge and can operate software and applications to set up and complete printing, scanning, and finishing orders on all types of equipment including 3D and wide format.

Key Accountabilities

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 products and service offering and advises on job requirements for completion
- 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

Effective Production and Retail Performance

- Responsible for ensuring files are production-ready before being transferred to other P+RS staff for completion.
- Monitors quality control of jobs, ensuring errors are identified and effectively corrected in a timely manner
- 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
- Performs basic equipment maintenance to sustain performance and quality standards
- Investigates, troubleshoots and corrects basic equipment problems and malfunctions
- Monitors supply levels and reorders stock independently

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Business Development <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• Works with others, including the Business Development Working Group, to proactively build and maintain strong relationships with campus partners
Leadership <ul style="list-style-type: none">• Trains and acts as resource to other staff members operating W Print software and equipment• Provides functional guidance and direction to part-time staff working within areas of responsibility
Communication <ul style="list-style-type: none">• Communicates with Production Manager regarding any customer service issues or problems that may affect P+RS reputation or production deadlines• Ensures that customer pricing is accurate and provides quotes to customers before production begins.• Collaborates with Production Manager on pricing to determine the best price/location to complete projects, bearing business development targets in mind
Collaboration <ul style="list-style-type: none">• Supports digital production and W Print SCH during peak business periods with customer service and print production duties as required• 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
Vendor Management <ul style="list-style-type: none">• Coordinates production with outside vendors – provides files, determines pricing, communicates timelines, and initiates purchase orders when appropriate• Acts as primary contact for service staff, scheduling service calls with technicians when necessary

**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 <ul style="list-style-type: none">• High School Diploma or equivalent experience
Experience <ul style="list-style-type: none">• Three years of experience in a technical customer service and/or junior business development role• Demonstrated expert-level experience setting up, transferring, and operating production-level print, scan, and finishing equipment
Knowledge/Skills/Abilities <ul style="list-style-type: none">• Knowledge of the production print environment and standard procedures• Must have advanced knowledge of pre-production software and equipment, and a thorough understanding of all aspects of production systems• 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• Excellent written and verbal communication skills• 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 working with the customer through the entire lifecycle of an order from file creation and submission through to production and delivery. The Coordinator is expected to operate 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 their manager. This position has the authority to provide customer discounts and change prices based on volume and customer requirements or to rectify a service error within limits established with their 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. 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.