

Job Description

Job Title:	Digital Imaging Specialist
Department:	Central Stores
Reports To:	Manager, Central Stores
Jobs Reporting:	None
Salary Grade:	USG 4
Effective Date:	August 2019

Primary Purpose

The Digital Imaging Specialist provides digital imaging and record retention services for selected university departments.

Key Accountabilities

Digital Imaging

- Responsible for proper handling, confidentiality and digital storage of all submitted documents.
- Verifies authenticity of incoming documents.
- Scans appropriate documents, indexes and views and edits files
- Maintains original paper documents for required retention period or prepares for destruction/disposal, as per record retention policies and/or procedures.
- Develops expertise in digital imaging as it pertains to University of Waterloo procedures, to enable further research and testing for improvements to the systems.
- Ensures appropriate quality control on digital imaging images

Customer Service

- Commits to professional and exceptional customer service
- Ensures all customer inquiries are handled in a professional and timely manner and when customers are redirected to another staff, ensure customer is not left without service

Departmental Assistance

- Assists and performs other duties within the department when needed, such as mail and freight delivery or bulk mailing.

Other Duties

- Provides coverage or additional support in other areas as required, in accordance with the Department's business needs.
- Performs other duties and assists with special projects, as assigned.

**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
- Valid G license and clean driver's abstract

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Experience

- Demonstrated experience in a material handling environment
- Experience with accurate data entry.

Knowledge/Skills/Abilities

- Proficiency with Kodak and OPEX scanning machines
- Proficiency in MS Excel, Word, along with Adobe
- Excellent written and verbal communication skills
- Strong interpersonal and relationship building skills
- Excellent organizational skills with the ability to prioritize
- Demonstrated ability to lift up to 50 pounds
- Demonstrated ability to stand for long periods of time

Nature and Scope

- **Contacts:** Maintain professional relationships with Digital Imaging and Gas Cylinder Management Coordinator as well as all other Central stores staff to assist in daily tasks. Frequent interactions with Finance and the Student Success Office. Occasional interactions with external vendors such as OPEX and Kodak.
- **Level of Responsibility:** Maintain confidentiality of sensitive documents. The incumbent is responsible for high levels of accuracy and providing exceptional customer service, working within customer and business unit timelines.
- **Decision-Making Authority:** Resolve day to day issues with scanning equipment. In complex or unusual situations, issues may need to be escalated to the Digital Imaging and Gas Cylinder Management Coordinator.
- **Physical and Sensory Demands:** Works with minimal supervision in different capacities. Must have high attention to detail to limit input mistakes. Will be required to lift up to 50 pounds. When required, must be able to withstand exposure to seasonal weather and considerable walking. Required to stand for long periods of time.
- **Working Environment:** Must be able to work individually for long periods of time, in a highly secure area/room.