

Job Title:
Print Production Assistant

Immediate Supervisor:
File Manager, Creative Services

Division/Department:
Creative Services

Compensation:
Up to \$17 / hour

Position Summary:

To provide file management and document troubleshooting for internal USC clients and external clientele under the direction of department supervisors. They will be responsible for ensuring the timely production of print materials and as well as delivering exceptional customer service to ensure a superior product.

Position Responsibilities:

1. OPERATIONAL

- Complete all production work in regards to completing all print materials.
- Coordinate print deadlines to ensure efficient workflow.
- File management for PC and MAC O/S programs, print customer files.
- Maintain an up-to-date inventory of incoming and complete daily work.
- Use and maintain all production equipment and Point of Sale related equipment.
- Assist in ordering and receiving necessary production supplies, as required.
- Troubleshoot customer files to assist in getting them to print.
- Provide assistance to front counter, as required.

2. CUSTOMER SERVICE

- Answer inquiries and assist with the proper use of hardware and software to facilitate printing of files from clients.
- Ensuring customer files are in proper format to send to print.
- Provide support to staff to ensure that University and USC guidelines are understood and utilized in the application and resolution of customer service matters.
- Maintain and foster good customer relations.
- Responsible for compliance with applicable copyright laws to assure compliance.
- Adhere to Poster Patrol rules and regulations.
- Provide general information about products and services offered at Creative Services.
- Acts as back-up to Digital Media Coordinator, as required.

3. SUPERVISION

- Assist in training and orientation of new part-time staff and interns.
- Monitor activities and output of part-time staff in the absence of the supervisors.

4. FINANCIAL

- Prepare billing information.
- Prepare and reconcile nightly deposit as required.
- Assist with monthly and year-end inventory
- Perform quotations, work orders and input sales

Other duties as assigned by the File Manager, Creative Services

REPORTS TO: File Manager, Creative Services

CONTACTS:

INTERNAL: Department Managers, USC Managers, USC Staff, USC Executive Council, Commissioners and Club Officers, Faculty members, UWO Department Supervisors.

EXTERNAL: Off Campus Clients, Printing companies and service bureaus, Freelance Illustrators and computer companies/consultants for technical support

EDUCATION:

Minimum Grade 12 required

EXPERIENCE:

Two years experience in a print or pre-press facility. Experience using the following or similar equipment: Docutech D95, Doc 240, laminators, HP large format printers, folding and binding machines. Retail and supervisory experience in a print shop. Knowledge and experience using Windows and Mac OS, all versions of Microsoft Office (MS Word, Excel, Power Point, Publisher, Outlook), Word Perfect, Adobe Acrobat Professional, print drivers (both Postscript and PCL).

NOTE: MAY USE EQUIVALENT COMBINATION OF EDUCATION/EXPERIENCE

OTHER CONSIDERATION/SKILLS:

Must be able to work without supervision. Sitting at a computer for short periods of time. Standing at copying machines for long periods of time, working with paper cutters and binding equipment. Occasional lifting of light weights (boxes of paper). Must be prepared to work a flexible schedule including days, evenings, and the occasional weekend. Must be comfortable working in a noisy environment and working alone on occasion. Must demonstrate good interpersonal skills and be able to express oneself both written and verbally.

WORKING CONDITIONS:

Some light/heavy lifting is required; most of the time is spent standing, inputting and viewing information on computer screens; time constraints are common; irregular working hours.