**Reprographics Assistant**

**Job Description:**

Reprographics Operator

**Responsible to:**

Document Centre Account Manager

**Contract Status:**

Fulltime, Permanent - Subject to a three-month probationary period

**Key Responsibilities**  
•    Undertaking large volumes of printing, photocopying, scanning, binding and booklet making ensuring production of high quality documents to customers agreed standards and delivery  
•    Liaising with customers, receiving incoming requests, communicating deadlines and delivery times  
•    Prioritising work and outsourcing work to external providers where necessary.  
•    Liaising with the Client/Supplier to ensure timely delivery of completed work  
•    Ensuring the Print Room is appropriately stocked with supplies such as paper, toner etc.  
•    logging machine faults with service providers and monitoring responses. Along with the team, regularly review processes and look for opportunities to become more efficient  
•    Preventative maintenance of equipment including call out reporting, monitoring of response times, machines cleaned and calibrated  
•    Monitor stock levels, take meter readings   
•    Develop and maintain good staff discipline in attendance, timekeeping, appearance and attitude  
•    Compliance with Billing cost recovery system or Access database logging  
•    General departmental duties including other duties as reasonably requested by the Print Room Manager or Client Services Manager

**General duties**  
•    To be aware and responsible for Health and Safety issues  
•    To consult and communicate effectively with all members of the team  
•    To take responsibility for Quality Control on the work you are producing

**Risk & Compliance**   
•    Complete periodic compliance online training according to deadlines as required by Client  
•    Complete monthly Health and Safety training courses to deadlines as required by SCC

**Attributes of Successful Candidate**  
•    Determined, can-do attitude  
•    Ability to work on own as well as part of a team  
•    Meticulous approach, effective written and oral communicator  
•    Ability to work in a fast paced, deadline intensive environment  
•    Excellent customer service and organisation skills  
•    Professional and presentable at all times.

**Skills Knowledge & Experience**  
The ideal candidate will be self-motivated with a track record of working within a professional print room environment in an operator role. Experience of working in a fast paced, dynamic environment with a can-do attitude and able to handle working with multiple customers and projects. Candidate must be versatile and have experience of working in a busy print environment.

Essential Skills:  
•    At least two years’ experience working in a print room environment  
•    PC literate; working knowledge of ADOBE Acrobat and PDF; converting documents to Word, PDFs, JPEGs and TIFFs  
•    Ability to demonstrate experience using Canon copiers, heavy-duty guillotine, Velo, Comb, Coil, Wiro binding and booklet making machinery and Large Format Printing (Print and Scan)  
•    Ability to demonstrate a full working knowledge of print room equipment, systems and procedures.  
•    Fluent standard of spoken and written English.  
•    Flexible and professional approach; ability to communicate confidently at all levels  
•    Ability to prioritise and use own initiative  
•    Excellent attention to detail and ability to work under pressure Excellent customer communication