**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