**Job Description:**

Reprographics Operator

**Responsible to:**

Client Services Manager

**Contract Status:**

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

**Role Summary**

**Duties - Reprographics**

* Reprographics service including photocopying and digital printing of both colour and black & white documents, in each case to a quality specification satisfactory to the Client.
* Binding and finishing services to documents including wire, comb binding, laminating and stapling, in accordance with the Client’s house style.
* Ensure that all Client deadlines are achieved.
* Maintain quality control procedures agreed with the Client from time to time and in accordance with accepted industry standards.
* Ensure all Reprographics work is produced accurately and to specification.
* Provide expert advice about document management and production issues.
* Assist the Client Service Manager with client reporting, statistics and analysis.
* Document production using in-house software (A wide knowledge of word and excel formatting, PDF manipulation, i.e., OCRing, Quality control, PDF merging, renaming etc. may be required)
* Undertaking large volumes of printing, photocopying, scanning, binding and booklet making.
* Liaising with Client Services Manager and clients, taking bookings and recording incoming requests, communicating deadlines and delivery times.
* Prioritising work and outsourcing work to external providers where necessary.
* Ensuring the Print Room is appropriately stocked with supplies such as paper, toner etc.
* Liaising with IT Support regarding file downloads and computer equipment needs etc.
* Responding to service calls from staff, logging machine faults with service providers and monitoring responses. Regularly review processes and look for opportunities to become more efficient.
* Any other duties as reasonably requested by the client or the Client Services Manager.
* To ensure production of high-quality documents to customers agreed standards and delivery.
* Preventative maintenance of equipment including call out reporting, monitoring of response times, machines cleaned and calibrated.
* Complete stock takes, report meter readings and overtime.
* Develop and maintain good staff discipline in attendance, timekeeping, appearance and attitude.
* Compliance with Billing cost recovery system and job ticket database logging

**General duties**

* To be aware and responsible for Health and Safety issues
* To consult and communicate effectively with all members of the SCC and client team.
* To take responsibility for Quality Control on the work you are producing.
* To keep abreast of new technologies and initiatives that will assist in the workflow and profitability of the business.

**Essential**

* At least two years’ experience working in a similar 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.
* 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.