

**The Purpose**

Provide on time completion of assigned client jobs for internal and external clients using laser, inkjet and other digital equipment

**The Path: Major Responsibilities****Beginner, Intermediate, Advanced**

- Read and interpret docket instructions
- Setup and run all laser equipment
- Assist running jobs on inkjet equipment
- Assist running jobs on color laser
- Cut basic jobs per requirements
- Complete job checklist, timesheet and other paperwork requirements
- Perform tasks per Responsibility Schedule on a timely basis

**Intermediate, Advanced**

- Run inkjet equipment
- Setup inkjet equipment with minimal assistance
- Setup and run colour laser equipment
- Setup and run bindery equipment
- Perform second quality checks per procedure and job requirements
- Perform preventative maintenance on laser equipment per schedule

**Advanced**

- Setup and run inkjet
- Perform colour quality checks
- Schedule laser operations to meet client timelines

**The People: Interactions**

Reports to: Director, Production Services  
Key internal interactions: Data team, production supervisors, materials handling team, sales team  
Key external interactions: Konica Minolta, other vendors

**The Performance Objectives****Beginner, Intermediate, Advanced**

Meet customer due dates for digital printing processing as negotiated for all jobs

**Beginner**

- Run jobs at 80% output relative to Intermediate/Advanced
- 0.5% job error rate

**Intermediate**

- 0.5% job error rate

**Advanced**

- 0.3% job error rate
- Meet requirement for colour understanding

**The Person: Skills and Knowledge**

Must successfully complete and have positive results of background screening

**Knowledge**

- Beginner – Two years' experience working in a production environment
- Intermediate – Two years' experience operating laser equipment
- Advanced – Five years' experience operating laser and other digital equipment
- Must have a computer or other applied sciences related diploma (2 years) or related experience
- Intermediate, Advanced – Must have bindery experience

**Communication Skills**

- Good verbal and written communications

**Computer Skills**

- Must have good working knowledge of computers

**Other Skills**

- Ability to lift 50 pounds
- Ability to handle large volumes of work and multi-task (run multiple machines at a time)
- Ability to establish and maintain effective, positive and courteous working relationships, team player
- Ability to meet deadlines
- Attention to detail

**The Person: Competencies for Success****Technical/ Functional Expertise**

Possesses up-to-date knowledge and is regarded as an expert in the technical/ functional area; accesses and uses other expert resources when appropriate.

**Works Efficiently**

Allocates one's own time efficiently; handles multiple demands and competing priorities; well-organized and detail-skilled; meets deadlines in a timely manner.

**Customer Focus**

Anticipates customer needs and acts to meet the expectations of both internal and external customers; responds quickly to customer inquiries; continually searches for ways to increase customer satisfaction.

**Critical Success Factors**

These represent the information, resources, support, and internal structures that need to be in place for the person performing this work to be successful in fulfilling the path, or major responsibilities. Add points regarding what is needed to make this role successful, review on annual basis

**Responsibility Schedule (if applicable)****Beginner, Intermediate, Advanced**

- Setup and run laser printers
- Perform regular quality checks on printed material
- Familiarize and understand all quality procedures, checklists and work instructions
- Order consumable supplies as needed
- Maintain service log for all digital equipment
- Schedule service for equipment with vendor as required
- Flexible time schedule per operational requirements, responsibilities may require occasional evening and weekend work
- Be punctual and ready at work station by assigned work start time
- Other duties and special assignments as assigned

**Advanced**

- Order supplies (such as labels, ink, ribbons etc)

**How to Apply:**

If you are interested in exploring this career opportunity, please send you resume and cover letter indicating your objectives and compensation expectations to [employment@hemlockharling.com](mailto:employment@hemlockharling.com) .Please quote Laser Operator in the email subject line.

Open Until Filled.

We would like to thank all applicants for their interest, however only those applicants considered for an interview will be contacted.