

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)