

Position Description

Position Title:	Digital Print Services Officer
Directorate:	City Wide Services
Service Unit:	Customer Services
Salary Point:	SP7
Position Reports To:	P20031, Digital Print Services Coordinator
Staff Management:	NA
Budget Responsibility:	NA
Date PD Reviewed:	November 2019

Organisation Context of Position

The City of Newcastle employs over 900 staff and is responsible for a local government area of 187km². Newcastle has a population of 148,000 and is the business and cultural centre of the Hunter region, home to over 620,000 people. In the heart of the Hunter Region, CN has a variety of locations across the City and encompasses 5 Directorates:

- Governance
- Strategy and Engagement
- People and Culture
- Infrastructure and Property
- City Wide Services

The purpose of the City Wide Services Directorate is to:

- Ensure CN's range of services and servicing for the community and visitors is consistently maintained at a high level throughout and across CN.
- Facilitate a high level of community connection across and on behalf of CN.
- Ensure services are set at a level that is clearly articulated to the elected CN and which are financially sustainable.
- Set a benchmark for the organisation of exemplary customer service.

The Service Units and Elements that form the City Wide Services Directorate are:

- Art Gallery (Service Element)
- Museum (Service Element)
- Civic Services
- Libraries & Learning
- Customer Services
- Waste Services
- Parks & Recreation

Workplace Health & Safety

WHS RAA Level	Level 6
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For specific WHS Responsibilities, Authorities & Accountabilities applicable to this position, the position holder will refer to the WHS Responsibilities, Authorities & Accountabilities matrix in the WH&S Management System. The person accepting the position will be required to sign off that they have received and understood their WHS Responsibilities, Authorities & Accountabilities

Position Responsibilities

- Operation and maintenance of all printing equipment, including but not limited to, a high-speed black and white printer, two full colour digital printers, electric guillotine, laminating unit and a binder.
- Assist in the provision of a high-quality cost effective and timely printing service.
- Maintain a high quality of customer service provision.
- Provision of technical advice to customers. This advice can range from desktop publishing and design layout, through to printing materials and cost-effective options.
- Promote the image, and assist in the marketing of, Digital Print Services to external customers as well as internal Service Units.
- Ensure accurate costing and scheduling of individual jobs.
- Assist in preparation of an accurate monthly production report for management. This involves maintaining detailed records of all jobs (including invoices and payments) on an excel spreadsheet.
- Assist the Digital Print Services Coordinator in the provision of an efficiently run service, successfully meeting increasing customer expectations and deadlines through appropriate prioritising and scheduling of print jobs.
- Act in the role as Digital Print Services Coordinator in their absence (e.g. annual leave).
- Maintain advanced technical knowledge in satisfying customer demands in a digital environment, including advanced skills in specialist software such as Acrobat, InDesign, PageMaker and Publisher.
- Any other accountabilities or duties as directed by Supervisor / Manager which are within the employee's skill, competence and training.

Position Selection Criteria

Essential

1. Knowledge and understanding of printing processes and technologies.
2. Experience working in a printing and publishing environment.
3. Advanced computer skills in Acrobat, In-Design, PageMaker and Publisher.
4. Ability to provide accurate and clear technical desktop publishing and printing advice.
5. Demonstrated ability to plan, organise and prioritise work to deliver on strict timeframes and deadlines.
6. Well-developed customer service and communication skills.
7. Ability to maintain confidentiality regarding highly sensitive materials being printed.
8. Proficiency in the use of Microsoft Excel and Word.
9. Ability to work in an evolving technology environment.

Desirable

1. Experience in the maintenance of high-performance printers and copier equipment.
2. Good understanding of Council's structure and procedures.
3. Knowledge of WHS policies and practices.