**University of Victoria**  
**Cupe Local 951 Position Description**

<table>
<thead>
<tr>
<th>JOB:</th>
<th>TITLE:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operator Printing PB10</td>
<td>Wide Format Operator</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>DEPARTMENT:</th>
<th>POSITION NO:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Printing and Duplicating Services</td>
<td>993380</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>SUPERVISOR:</th>
<th>LAST UPDATED:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assistant Manager</td>
<td>October 2017</td>
</tr>
</tbody>
</table>

**SUMMARY:**

Printing and Duplicating Services is a unit within the larger Division of Student Affairs. As part of Student Affairs, the unit is committed to supporting staff, faculty, student, and departmental success and providing service excellence. The Wide Format Operator is a key component of the Printing Services Blink Print satellite operation.

The Operator runs and maintains the Blink satellite wide format print shop located in the University Bookstore with little oversight and is responsible for providing wide format printing to the University community and general public through the use of specialty printing, laminating and plotting equipment as well as industry standard digital software. The operator provides excellent customer service resulting in professional quality bespoke products. The operator also provides graphic design services and develops and maintains a brand for Blink that promotes the services offered throughout the campus and on the web.

The Operator trains, directs and coordinates the work of casual employees at Blink and provides training and technical support to permanent employees stationed at Blink.

**MAJOR RESPONSIBILITIES AND DUTIES:**

1. **Responsibility:**
   Assist UVic faculty, staff, students and community members with wide format printing. 30%

   **Duties:**
   - Provide personable front-counter service and complete orders via email, phone, in person and by Printsmith web order
   - Consult with clients to determine their needs and provide quotes for costs of products and services
   - Direct clients to appropriate printing and materials options
   - Create estimates and job tickets and produce final invoices to charge for cash, debit, credit card or FAST account
   - Receive files from walk-in clients and show previews of print quality on screen while they wait
   - Work with clients when a finished product does not meet their expectations to reach a mutually agreeable solution
   - Provide training and information sessions for students, faculty and staff as required (E.g. JCURA poster info sessions for students)
2. Responsibility:
Operate and maintain wide format printers, plotters, scanners and laminators and fabricate wide format products. 30%

Duties:
- Print from digital files using wide format printers to create posters, banners, signs, stickers, fine art prints and custom projects
- Perform prepress duties by processing files, adding appropriate crop marks and creating installation/fabrication guidelines for custom projects to be followed by printing services staff or clients
- Provide physical proofs for prints as requested by clients and help with solutions if their files are not producing the results they require
- Program and operate plotter in all functions
- Load and operate Laminators solo
- Select and change suitable media on printers and laminators as required for project
- Mount, cut and trim vinyl and posters. Apply vinyl to substrates. Produce banners using hem and grommets. Produce canvas wraps, fine art prints and custom fabricated products as needed.
- Use XActo knife, hand saw, hot glue gun, heat gun, rulers, squeegees, sand paper, solvents and inks safely and effectively
- Assemble banner stands, sandwich boards and tradeshow hardware
- Perform routine maintenance on all machinery to ensure longevity of devices and quality of products
- Troubleshoot malfunctioning equipment
- Install window vinyl, cut vinyl lettering, hanging signage and displays for departments around campus using step ladder and mobile tool kit

3. Responsibility:
Perform graphic design services for clients and develop/maintain Blink brand and collateral. 20%

Duties:
- Work with clients to produce original artwork for wide format, small format and web applications as needed
- Research and assemble logos and existing artwork from clients to create artwork that fits their existing branding, look and feel
- Adhere to UVic brand guidelines when necessary and refer clients to the UVic Marketing department for large exposure UVic related projects as dictated by the UVic marketing handbook.
- Perform site surveys with accurate measurements around campus to create blueprints for displays and signage to be produced with
- Produce digital proof sheets showing fabrication schematics and print previews for clients to approve and printing services staff to work from
- Use the Adobe Creative Suite of design products to provide professional industry standard digital artwork for clients in a variety of formats
- Envision and produce a strong brand for Blink and create and distribute marketing collateral to promote brand awareness
- Create and participate in events to further client knowledge of Blink and the products and services offered
• Develop and maintain Blink’s website and web presence

4. Responsibility:
Supervise, train and schedule casual and regular staff. Coordinate installations with on and off campus contractors. 10%

**Duties:**
• Schedule casual staff to come in when large projects and workload dictates
• Train and supervise casual staff on Blink operating procedures and individual project requirements
• Train and support Blink staff on standard production techniques, fabrication of custom projects when required and computer applications
• Oversee and ensure proper techniques are applied and quality check final products produced by Blink staff and casual employees
• Coordinate with outside contractors to provide off campus installs
• Work with Facilities Management to install large projects on campus

5. Responsibility:
Research, order and maintain stock for wide format production materials and display products 5%

**Duties:**
• Research new products and work with different suppliers to negotiate best pricing for existing and new products
• Meet with supplier representatives to discuss new products and materials that might fit with our market
• Ensure adequate inventory for all inks and materials and place orders for more as necessary
• Receive packages and inspect for damage then add into stock
• Communicate with suppliers regarding damaged orders and issues with discontinued items

6. Responsibility:
General shop maintenance and responsibilities 5%

**Duties:**
• Ensure equipment and work area is properly maintained and in safe condition
• Ensure all work order instructions are understood and followed
• Makes changes to work orders and inform clients of changes as necessary
• Confidentiality and discretion are to be maintained at all times
• Coordinate for hazardous waste removal
• Maintain production and design software on computer systems and update as required
• Ship completed orders via box run and campus mail to departments around campus

**REQUIRED QUALIFICATIONS:**

**Skills:**
• Ability to interact, communicate and deal effectively and professionally with faculty, staff, students and the general public exercising tact, diplomacy, and good judgment is essential, both verbally and in writing
• Must be able to work independently and with minimal supervision while within a team structure
• Ability to pay close attention to detail
- Close visual acuity, accurate colour vision
- Positive and organized team player
- Excellent clerical and organizational skills to keep accurate records
- Strong mechanical aptitude and troubleshooting skills to make adjustments and small routine repairs to printing and binding equipment
- Ability to work with tight deadlines and multiple projects
- Ability to organize/prioritize workload and possess quick decision making skills in order to withstand a high-pressure environment
- Strong sales and wide format media product knowledge
- Ability to carry up to 50lbs as well as perform continuous reaching, walking, standing and lifting
- Ability to act as a mentor/trainer to casual staff

**Specialized Knowledge/Education:**
- Proficiency in the use of several software programs, including Adobe Illustrator, Indesign and Photoshop graphic software and PrintSmith Management Information software
- Extensive knowledge of varied printing & sign processes
- Extensive knowledge of wide format media

**Experience:**
1 year experience in a retail or other customer service setting
3 years experience with wide format printers/finishing

<table>
<thead>
<tr>
<th>Employee’s Signature:</th>
<th>Date:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Supervisor’s Signature:</td>
<td>Date:</td>
</tr>
</tbody>
</table>