

JOB DESCRIPTION

Job Title: Reprographics Assistant

Grade: D

Responsible to: Print Services Manager

Job Purpose:

To assist in the provision of an efficient copying, printing, print finishing and desktop publishing service for staff and students at the Penryn, Falmouth and Truro campuses.

Main Duties and Responsibilities:

Photocopying, printing and print finishing.

Dealing with customer's daily, both face-to-face and over the telephone, helping with their requirements, giving job estimates and helping with any queries they may have.

Handling cash transactions and recording orders in line with agreed procedures for security, cash and stock control.

Assisting with general duties including handling/storing stock.

Assisting with control of photocopying equipment on all campuses, responding to fault reports, contacting service engineers, maintenance of paper stock levels.

To maintain a first class level of customer service ensuring that all customers are treated efficiently and in an appropriate manner.

To work within the relevant legislation, policies and procedures.

To participate in the Annual Performance Development Review Process.

To actively support equality and diversity policies of Falmouth Exeter Plus.

To attend training courses as identified and agreed for appropriate development.

Working within the Health and Safety at Work Act, the postholder has a legal duty to take reasonable care for Health and Safety both for themselves and others who may be affected by their actions. They are also required to undertake Health and Safety training commensurate with the level required by the post and to take part in risk assessment procedures and the implementation of agreed recommended work practices within the area.

Undertaking other duties not specifically stated which from time to time are necessary without altering the nature or level of responsibility.

PERSON SPECIFICATION

Post Title: Reprographics Assistant

Attributes	Essential Requirements	Desirable Requirements
Education / Qualifications	Good general level of education.	First Aid Certificate
Experience / Knowledge	IT literate. Experience of using a photocopier.	Cash handling
Skills / Personal Requirements	Customer focused Able to use initiative Detail conscious Flexible attitude to working hours	