



Production/Customer Service Assistant

Worldwide Online Printing, Australia's fastest growing franchise printing group, requires a Customer Service Assistant for its BRISBANE CBD centre. The centre does design and digital printing on site and sends offset print jobs to Worldwide's central printing factory.

We require a person with an excellent customer service attitude and skills; a cheerful, positive personality and excellent communication skills. A sound knowledge of printing and an eye for detail is essential. Experience in a similar role would be highly regarded.

Duties

- Print complex documents to Xerox, Konica and Oce print devices
- Perform binding, copying, collating and other duties as directed
- Liaise with production staff on a regular basis
- Answering telephone calls and queries
- Quoting offset and digital printing on our internal system
- Liaising with the client on artwork requirements
- Co-ordinating the customers requirements with our graphic designers
- Proofing the artwork to the client via email, post or in person
- Ordering the print job with our production facility
- Dispatching the print job to the client
- Photocopying
- Binding
- Laminating
- Pick n pack online orders
- Servicing our online print management clients
- Telemarketing

In order to be successful in this role you will have the following skills:

- Customer service focus
- Teamwork and co-operation
- Attention to detail
- Excellent time management
- Computer literacy - PC and MAC
- Initiative and work application
- Good communication skills
- Flexibility
- Product knowledge
- Professional approach
- Typing speed of 40wpm
- Ability to communicate well with clients via phone, email or in person
- Print complex documents to Xerox, Konica and Oce print devices
- Sound working knowledge of Acrobat, Post Script and PCL environments
- Sound knowledge of file formats and their inherent print challenges
- Sound knowledge of paper stocks
- Knowledge of basic binding styles and processes
- Experience with Microsoft programs
- Internet search skills and experience
- Experience in the use of a range of print drivers
- Demonstrated experience printing to a range of print devices in a customer service environment

•Ability to work under pressure in a team environment

HR Manager
Worldwide Online Printing
CBD Brisbane