

Printing and Reproduction Services Assistant

Goal

To prepare, produce and finish printing and reproduction work, within the scope of the available technical possibilities and in conformity with customer demands, with the aim of satisfying customers demands and requirements.

Context

Reports to/receives hierarchical guidelines from one of the following staff members:

- Managing Director
- Service Department Director
- Head of Department
- Team Leader

RESULTAREAS			
Main activity	Frame	Result	Activity
1. Acceptance of Orders			
To accept and assesses orders	Customer requests Technical possibilities	Acceptance of practicable orders	<ul style="list-style-type: none"> - Advise clients about options/products and costs - Perform optical inspection of the supplied originals - Assess the practicability of order instructions/customer requests - Perform cost estimates for orders - Keep job order cost accounting in order - Perform administrative duties; receive payment for orders
2. Preparation			
To perform preliminary work for the production and reproduction process	Procedures and/or work instructions Technical possibilities	Production and reproduction products are ready to be processed	<ul style="list-style-type: none"> - Process the original material so that it is ready to be reproduced or printed - Adjust, program and prepare reproduction equipment for the processing of the order - Archive digital files
3. Processing			
To copy documents	Procedures and/or work instructions Technical options In conformity with the order	Efficiently and effectively produced and reproduced documents	<ul style="list-style-type: none"> - Determine the processing sequence - Make test prints and assess these in terms of quality - Print the desired quantity - Supervise the proper processing of the order in terms of quality - Keep a consumption record system
4. Finishing			
To perform finishing work on produced and reproduced documents	Procedures and/or work instructions Technical options Customer orders	Efficiently and effectively finished products, ready to be delivered or distributed	<ul style="list-style-type: none"> - Sort semi-finished products - Assume responsibility for the post-processing of products, such as stapling, folding, attaching, binding and gluing - Ensure that products are ready to be delivered or distributed
5. Acceptance and intake			
To accept customer requests, and additionally handle intake procedures	Procedures and/or work instructions	Acceptance of practicable customer requests	<ul style="list-style-type: none"> - Conduct client and intake interviews - Assess the practicability of customer requests - Complete (standard) forms - Refer customers to other suppliers
6. Service			

RESULTAREAS			
Main activity	Frame	Result	Activity
To provide service to customers processing photocopying orders by themselves	Customer demand Technical possibilities	Customers are enabled to process photocopying orders efficiently and effectively	<ul style="list-style-type: none"> - Provide explanation about the operation of photocopying equipment - Provide explanation about photocopying options - Assist customers wishing to process photocopying orders by themselves - Answer customer questions and, if necessary, refer them to third parties
7. Supply Management			
To keep stocks and order supply materials for the production and reproduction of documents	Authorisations and guidelines	Contribution to an efficient production and reproduction process	<ul style="list-style-type: none"> - Keep stocks - Order materials such as paper, toners, binding supplies and office supplies - Manage stocks
8. Cleaning and Minor Maintenance			
To perform cleaning and minor maintenance tasks, and additionally resolve malfunctions to equipment	Procedures and/or work instructions Hygiene guidelines	Clean work areas and properly functioning equipment	<ul style="list-style-type: none"> - Clean and keep clean work areas - Carry out minor maintenance activities - Resolve malfunctions or report malfunctions to maintenance mechanic - Change toner cartridges, ink cassettes, refill paper
9. Quality Improvement			
To propose changes to the way work is performed and to the associated frameworks, methods and working methods as well as to ensure that these changes are implemented correctly	Department objectives User demands/requirements	Improved service for users	<ul style="list-style-type: none"> - Advise the superior on the use of the methods and the application of the working methods in the employee's own discipline - Evaluate the current provision of services and related procedures and, based on this evaluation, improve them - Draw up, adjust, test and evaluate the service provision framework
10. Collection management and handling of photocopying			
To keep books and magazines in stock and handle photocopying requests	Customer requests Procedures and/or work instructions	Correct collection management and on-time and correct handling of requests	<ul style="list-style-type: none"> - Organize stockrooms to optimise the storage books and magazines - Store books and magazines in stockrooms - Retrieve requested articles in books and magazines using computerised systems in the relenaart stockrooms - Copy requested articles and send to customers
11. Supervising outsourced work (variant)			
To transfer production and reproduction work and supervise outsourced work	Quotation/contract Customer requirements Technical possibilities	Customers are provided with the desired products	<ul style="list-style-type: none"> - Pass customer requests on to external suppliers - Negotiate quotations with external suppliers - Supervise the performance of outsourced work - Inspect final products upon delivery by external suppliers

RESULTAREAS			
Main activity	Frame	Result	Activity
12. Coordination of Work (variant)			
To coordinate the work to be carried out by the department staff	Authorisations and guidelines	Facilitation of targeted, efficient and high-quality performance of work	<ul style="list-style-type: none"> - Inform staff about the goals and results to be attained - Provide directions and instructions about methods and procedures to be employed - Draw up (or delegate the drawing up of) schedules and coordinate days off - Jointly evaluate the results and supervise and facilitate the proper qualitative and quantitative performance of the work - Resolve or report any problems encountered that staff cannot or are not permitted to resolve

Ranking criteria Printing and Reproduction Services Assistant

Function level Ranking criteria	Printing and Reproduction Services Assistant 1	Printing and Reproduction Services Assistant 2	Printing and Reproduction Services Assistant 3	Printing and Reproduction Services Assistant 4	Printing and Reproduction Services Assistant 5
Printing and reproduction work	Performs very complex work in the printing and/or reproduction process for orders in which the entire printing and/or reproduction process requires complex printing and/or reproduction techniques. Close coordination with customers and colleagues at the printing and reproduction office is required.	Performs work in the printing and/or reproduction process for orders in which the entire printing and/or reproduction process requires complex printing and/or reproduction techniques. Close coordination with customers and colleagues at the printing and reproduction office is required.	Performs work in the printing and/or reproduction process for orders requiring several specialised printing and/or reproduction techniques. Close coordination with customers and, if necessary, colleagues at the printing and reproduction office is required.	Performs simple work in the printing and/or reproduction process. Close coordination with customers and, if necessary, colleagues at the printing and reproduction office is required.	Performance of standard work. Some consultation with the customer is required.
Supervising outsourced work	Supervises outsourced work.	Supervises outsourced work.	Supervises outsourced work.	not applicable	
Supervises outsourced work	not applicable				
Coordination of work	Coordinates the department staff's work.	Coordinates the department staff's work.	not applicable	not applicable	not applicable

Ranking Rules Printing and Reproduction Services Assistant

Printing and Reproduction Services Assistant 5 applies if all criteria described for Printing and Reproduction Services Assistant 5 are met

Printing and Reproduction Services Assistant 4 applies if all criteria described for Printing and Reproduction Services Assistant 4 are met

Printing and Reproduction Services Assistant 3 applies if at least all criteria described for Printing and Reproduction Services Assistant 3 are met, or if the criterion 'Printing and reproduction work' described for Printing and Reproduction Services Assistant 2 is met and at least both other criteria described for Printing and Reproduction Services Assistant 4 are met

Printing and Reproduction Services Assistant 2 applies if the criteria 'Printing and reproduction work' and 'Coordination of work' described for Printing and Reproduction Services Assistant 2 are met

Printing and Reproduction Services Assistant 1 applies if the criteria 'Printing and reproduction work' and 'Coordination of work' described for Printing and Reproduction Services Assistant 1 are met