



# Indigenous.Link

Canada's fastest growing Indigenous career portal, Careers.Indigenous.Link is pleased to introduce a new approach to job searching for Indigenous Job Seekers of Canada. Careers.Indigenous.Link brings simplicity, value, and functionality to the world of Canadian online job boards.

Through our partnership with Indigenous.Links Diversity Recruitment Program, we post jobs for Canada's largest corporations and government departments. With our vertical job search engine technology, Indigenous Job Seekers can search thousands of Indigenous-specific jobs in just about every industry, city, province and postal code.

Careers.Indigenous.Link offers the hottest job listings from some of the nation's top employers, and we will continue to add services and enhance functionality ensuring a more effective job search. For example, during a search, job seekers have the ability to roll over any job listing and read a brief description of the position to determine if the job is exactly what they're searching for. This practical feature allows job seekers to only research jobs relevant to their search. By including elements like this, Careers.Indigenous.Link can help reduce the time it takes to find and apply for the best, available jobs.

The team behind Indigenous.Link is dedicated to connecting Indigenous Peoples of Canada with great jobs along with the most time and cost-effective, career-advancing resources. It is our mission to develop and maintain a website where people can go to work!

Contact us to find out more about how to become a Site Sponsor.

Corporate Headquarters:

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# Job Board Posting



Careers.Indigenous.Link

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## CUSTOMER RELATIONS REP &ndash; PRINTING SERVICES

<b>Job ID</b>	<b>61093-7726</b>	
<b>Web Address</b>	<a href="https://careers.indigenous.link/viewjob?jobname=61093-7726">https://careers.indigenous.link/viewjob?jobname=61093-7726</a>	
<b>Company</b>	McMaster University	
<b>Location</b>	Hamilton, ON	
<b>Date Posted</b>	From: 2024-03-13	To: 2050-01-01
<b>Job</b>	Type: Full-time	Category: Education

### Description

#### Job Summary:

Responsible for receiving and assessing all incoming requests for services and preparing production instructions for areas of operation. Interacts with clients to determine their expectations regarding a variety of technical specifications. Requires a thorough understanding of print production processes and the ability to work through complex jobs requiring a number of components to complete the task. Also responsible for applying a thorough knowledge and understanding of accounting policies and procedures to process financial transactions. Records, classifies and summarizes accounting data according to established procedures and provides guidance and training to staff on proper accounting procedures and the use of financial systems.

Purpose and Key Functions:

- Assess all incoming requests for services and prepare production instructions for offset and digital print, bindery, shipping, outsourcing and sub-contracting activities.
- Translate project specifications into production instructions.
- Prepare production instructions and ensure that all applicable production processes have been identified and articulated clearly and concisely.
- Meet with and identify customer expectations regarding technical specifications such as paper, ink colours, quantity selection, and printing process finishing options.
- Review all client files and samples submitted and prepare customer quotations and estimates taking into consideration all relevant specifications and production processes required to produce the printed materials.
- Price projects on various presses or printing technologies offered by the division in an effort to maximize efficiencies and revenues.
- Greet visitors, answer or redirect general inquiries in person, by telephone and via email and responds independently to inquiries that are specific in nature and require a thorough knowledge of established policies and procedures.
- Liaise with area supervisors, production assistants, designers, customers, vendors and other production staff in the department.
- Liaise with commercial printers and finishers to ensure the best fit for each project outsourced.
- Participate in client meetings.
- Promote web-to-print solutions to clients.
- Provide explanations of printing technologies with an understanding of cost effective printing

formats.

- Ensure that the department billing system reflects the current costs of all materials and supplies.
  - Monitor budgets and reconcile accounts. Complete financial forms such as travel expense reports, electronic cheque requisitions, purchase orders and journal entries.
  - Prepare and disseminate invoices for services rendered.
  - Maintain current pricing on all materials and supplies and ensure that the department billing system reflects the current costs.
  - Apply standard mathematical skills such as calculations, formulas, and equations to perform routine calculations.
  - Source contracted services, identify vendors, and obtain quotes.
  - Receive and record all associated work requests and applicable billings.
  - Review paper samples received from distributors and identify the appropriate ink colour according to the established colour guide.
  - Write a variety of documents such as reports, correspondence, and minutes.
  - Create, update, and maintain information in a variety of spreadsheets.
  - Open and distribute incoming mail and faxes.
  - Prepare outgoing mail, faxes, and courier shipments.
  - Maintain filing systems, both electronic and hard copy.
  - Maintains confidentiality of information.
  - Update and maintain knowledge of copyright law.
- Requirements:
- 2 year Community College diploma in Office Administration or related field of study.
- Requires 3 years of relevant experience.

JD#: JD00722

For more information, visit McMaster University for CUSTOMER RELATIONS REP &ndash;  
PRINTING SERVICES