



## Position vacant

# Print and Mail Services Coordinator

The Law Society of New South Wales is looking to employ a Print and Mail Services Coordinator in its Office Administration Department on a full-time basis. This position will be advertised internally and externally, and if any staff member is interested in applying for the position or requires further information, please contact the HR Department no later than Wednesday, 12 June 2019.

### Responsibilities

This is a quality focused customer service and administrative support role that operates high-speed production equipment to provide reprographic and digital printing support services to meet the needs of The Law Society's internal and external customers. This position ensures proper set up and imposition of print orders to ensure output meets quality standards. This position promotes customer satisfaction through the effective planning and execution of daily work assignments, individual workflow management and the execution of ongoing quality control procedures

### Key Accountabilities

- Establish and maintain effective working relationships with all Business Units by producing exceptional Printed materials.
- Ensure efficient management of printing requests.
- Expectation and clear communication at all times.
- Drive consolidation of printing requests through improved customer experience.
- Focus on speed and efficiency in the creation and delivery of print jobs.
- Ensure print room customers have a clear understanding of what services are available.
- Monitor and coordinating printing and copying resources to ensure the most efficient and cost-effective use of production facilities in an on-demand printing and finishing environment.
- Action invoicing requests and queries on behalf of the department in a timely, efficient and professional manner.
- Ensure regular technology updates of supplier software are installed by equipment suppliers.
- Maintenance of print and finishing equipment by ensure regular service and maintenance is carried out by equipment suppliers.
- Supplier relations, regular ordering of paper stocks and supplies.
- Assist in print and mail sorting / distribution for the Society
- Respond to all staff in a highly professional manner.
- Undertake project work and ad hoc tasks as requested by the Print and Mailroom Manager.



- Other reasonable tasks / requests as directed by the Print and Mailroom Manager.

## Secure this role with

- Completion of a Certificate level qualification with relevant work experience, or an equivalent combination of relevant experience and/or education/training.
- Sound computer skills, including MS Office suite (Word, Outlook, Excel) and experience in the management of the interface between computer networks and networked print machinery.
- Thorough knowledge of the digital printing environment and equipment with certified training provided by various suppliers of the printing and finishing equipment.
- Specific knowledge of specialised digital colour printing.
- Experience in dealing with customers and providing advice on appropriate print solutions.
- General knowledge of Work Health and Safety Legislation.
- Ability to practice open communication, lead by example and effectively provide honest and constructive feedback.
- Ability to plan and organise self and others to ensure the completion of tasks and to manage and support others to succeed in their roles.
- Strong communication skills, both verbal and written.
- Time management and organisational skills.
- Ability to appropriately prioritise problems, gather and analyse the right information to identify solutions and the right people to involve reaching better conclusions.

## Applications

The Law Society of New South Wales is committed to building and maintaining a respectful and inclusive workplace, appointing the best person for the role and supporting diversity.

Written applications, including a cover letter and brief resume, must be received by Wednesday 12 June 2019 and addressed to: [recruitment@lawsociety.com.au](mailto:recruitment@lawsociety.com.au)