

Paragon Copy/ Scan Operator

JOB SUMMARY:

Qualified candidates will be dynamic, high integrity individuals who are adaptable and innovative, team players that enjoy the challenge of employment within a service-based environment. Should have the ability to effectively deal with internal and external customers, some of whom will require high level of patience, tact and diplomacy to defuse anger and collect accurate information. Experience using all kinds of office service equipment. Candidates should possess a high school diploma or equivalent with a minimum of 1 year professional level work experience in a production environment, preferably a photocopy or printing facility. Candidates must have effective organizational, communication and interpersonal skills.

RESPONSIBILITIES & ESSENTIAL FUNCTIONS:

- Monitor and listen to customers to understand inquiries and requests in order to provide accurate information about the facilities and services and prompt assistance.
- Perform basic mathematical calculations using a calculator/computer to accurately figure production time and labor time associated with any copy production.
- Follow established guidelines and procedures for receiving, documenting, and organizing client packages.
- Exhibit ability to take verbal instructions while taking notes to properly produce staff copy projects.
- Accurately produce copy and print projects in accordance to verbal and written instructions.
- Ensure copy projects have been properly produced and Quality Checked (QC'd) to Paragon's standard.
- Ensure accurate tracking, monitoring and recording of all charges, overtime, logs and entries throughout his/her shift.
- Have direct involvement and handle complications, customer complaints as they arise such as: damaged packages, untimely deliveries and other similar situations.
- Exhibit excellence in customer service and the ability to serve others.
- Due to the cyclical nature of the industry team members may be required to work varying schedules to reflect the business needs of the firm.