POSITION DESCRIPTION

Position Title: POD Centre Customer Service Officer
Organisation Unit: University of Queensland Press
Position Number: 3024725
Type of Employment: Casual
Classification: HEW 3

THE UNIVERSITY OF QUEENSLAND

The University of Queensland (UQ) contributes positively to society by engaging in the creation, preservation, transfer and application of knowledge. UQ helps shape the future by bringing together and developing leaders in their fields to inspire the next generation and to advance ideas that benefit the world. UQ strives for the personal and professional success of its students, staff and alumni. For more than a century, we have educated and worked with outstanding people to deliver knowledge leadership for a better world.

UQ ranks in the world’s top universities, as measured by several key independent ranking, including the Performance Ranking of Scientific Papers for World Universities (45), the US News Best Global Universities Rankings (52), QS World University Rankings (51), Academic Ranking of World Universities (55), and the Times Higher Education World University Rankings (60). UQ again topped the nation in the prestigious Nature Index; and secured a greater share of Australian Research Council grants in 2016 ($24.5 million) than any other university nationally.

UQ has an outstanding reputation for the quality of its teachers, its educational programs and employment outcomes for its students. Our students remain at the heart of what we do. The UQ experience – the UQ Advantage – is distinguished by a research enriched curriculum, international collaborations, industry engagement and opportunities that nurture and develop future leaders. UQ has a strong focus on teaching excellence, winning more national teaching excellence awards than any other in the country and attracting the majority of Queensland’s highest academic achievers, as well as top interstate and overseas students.

UQ is one of Australia’s Group of Eight, a charter member of edX and a founding member of Universitas 21, an international consortium of leading research-intensive universities.

Our 50,000-plus strong student community includes more than 13,000 postgraduate scholars and more than 12,000 international students from 144 countries, adding to its proud 230,000-plus alumni. The University has about 7,000 academic and professional staff and a $1.7 billion annual operating budget. Its major campuses are at St Lucia, Gatton and Herston, in addition to teaching and research sites around Queensland and Brisbane city. The University has six Faculties and four University-level Institutes. The Institutes, funded by government and industry grants, philanthropy and commercialisation activities, have built scale and focus in research areas in neuroscience, biomolecular and biomedical sciences, sustainable minerals, bioengineering and nanotechnology, as well as social science research.
UQ has an outstanding track-record in commercialisation of our innovation with major technologies employed across the globe and integral to gross product sales of $11billion+ (see http://uniquest.com.au/our-track-record).

UQ has a rapidly growing record of attracting philanthropic support for its activities and will have further success in this area as an important strategic aim going forward.

Organisational Environment

The University of Queensland Press (UQP) was established in 1948 and is one of Australia’s oldest and most respected publishing houses. UQP enhances the success of the University of Queensland by its innovative philosophy and commitment to producing books of high quality and cultural significance. UQP books and authors have received national and international recognition through literary prizes, rights sales and writers’ festivals. We publish print and ebooks across a range of subjects, from literary fiction, general non-fiction and poetry, to children’s and young adult books and academic books in fields such as cultural studies, history and peace and conflict studies.

The POD Centre was launched in 2002 and was the first printing facility for students inside a campus bookshop anywhere in the world. Demand for student printing was strong from the outset. Academics began submitting their lecture notes and readings for distribution through the POD Centre. This gave us a unique opportunity to reinforce the university’s copyright obligations by instigating compliance checking on all content presented for student use.

With world attention on the POD Centre as being the first print operation inside a bookshop, it firmly placed UQ as an innovator in this space.

Information about University of Queensland Press may be accessed on the web site at http://www.uqp.uq.edu.au/

Information for Prospective Staff

Information about life at UQ including staff benefits, relocation and UQ campuses is available at - http://www.uq.edu.au/current-staff/working-at-uq

DUTY STATEMENT

Primary Purpose of Position

To provide high quality customer service to print customers.

Duties

Duties and responsibilities include, but are not limited to:

- Provide written quotations for customers
- Accurately and quickly calculate the cost of customer jobs from templates supplied.
- Provide advice and assistance to customers.
- Perform printing and copying and binding duties as requested
- Process online orders
- Take payments for services using computerised tills and payment methods of cash, EFTPOS, credit card or purchase orders, processing refunds
• Liaise with customers by phone and email regarding order specifications and progress
• Use Adobe Creative Suite software to perform corrections to customer artwork and mail merges when required
• Preparation of print files including imposition
• Restock, operate and maintain equipment as per supplier’s specifications and operating instructions
• Maintain tidy and safe work area by removing packing materials etc., placing items in appropriate recycling receptacles
• Support the manager with training, rostering and assisting casual staff in their required tasks
• Assist with daily cash counting and banking as required

Other
Ensure you are aware of and comply with legislation and University policy relevant to the duties undertaken, including:
• the University’s Code of Conduct
• requirements of the Queensland occupational health and safety (OH&S) legislation and related OH&S responsibilities and procedures developed by the University or Institute/School
• the adoption sustainable practices in all work activities and compliance with associated legislation and related University sustainability responsibilities and procedures
• requirements of the Education Services for Overseas Students Act 2000, the National Code 2007 and associated legislation, and related responsibilities and procedures developed by the University

Organisational Relationships
The position reports to the POD Centre Manager

SELECTION CRITERIA

Essential
- Completion of Year 12 or a Certificate II, with minimum 2 years of relevant work experience
- Demonstrated customer service skills, preferably in print industry
- Experience with basic software including Office and Adobe products

Desirable
Experience on print-related software including but not limited to:
- Digital Storefront
- Command workstation
- Jobmaster
- Pixedit
- Acrobat
- Pitstop
- Quite Imposing plug-in
- Adobe InDesign and Photoshop
- Knowledge of and experience in colour management
- Basic graphic design skills would be well regarded

The University of Queensland is committed to equity, diversity and inclusion.