

Position Title

Customer Support Technician/Pre-Press Lead Person

Date Prepared

August 17, 2000

Department

Manufacturing Group

Location

Brainerd

Reports To: Pre-Press Manager**I Position Purpose**

- To assist in the coordination of Electronic Pre-press operations with the Pre-Press Supervisor in a productive capacity.
- To be the focal point for all related personnel/manning issues on designated equipment.
- To ensure all personnel/equipment are performing at maximum production levels and are meeting customer quality standards.

II Budget Dimensions

- Aids in controlling internal costs through effective material usage.
- Works with fellow employees to develop skills that will aid in the reduction of raw material usage and reduce production time
- Ensures that all production specifications are met.
- Provides feedback to pre-press manager on opportunities for improvement within the scope of his/her manufacturing area.
- Aids in the development and implementation of cost reduction opportunities.

III Primary Functions Duties and Responsibilities

- Monitors all incoming digital jobs and assists in assigning work to personnel within the department.
- Assists and trains apprentices as needed to develop skills and knowledge.
- Undertake responsibility of all in-house problem jobs and communicate with customer, outlining steps required to make necessary corrections.
- Provide customers with a summary of additional charges that will be incurred for alterations or corrections on electronic files to be done by Bang. Obtain written authorization of these charges prior to beginning the necessary work.
- Serves as liaison to customers, educating them on necessary procedures to improve incoming digital files.
- Monitor estimated time allotted on digital jobs and provides feedback on any discrepancies to Pre-press manager and VP of Operations.
- Ensure work produced exceeds customer quality guidelines.
- Assists with Pre-Press Supervisor in defining and addressing areas of high waste.
- Aid peers in troubleshooting to ensure production standards are met.
- Ensure all regular preventative maintenance is performed on pre-press equipment and documented in maintenance manual.
- Report all safety concerns to Pre-Press Manager/ Quality & Safety Manager.

IV **Communication**

External Contacts

- * Vendors
- * Customers

Nature or Purpose

- * Raw material issues
- * Job Specifications

Internal Contacts

- * Pre-Press Supervisor
exchange.
- * Peers
- * Manufacturing Employees
- * Customer Service Representatives

Nature or Purpose

- * Direction and Feedback, information
- * Communicate with and support each other
- * Provide direction and guidance
- * Job flow through the works

V **Problem Solving**

- Ensure production is maintained
- Provide guidance on quality
- Provide support to fellow employees
- Accurately detail issues to Pre-Press Supervisor for resolution

VI **Education and Experience**

- Four years + in trade on similar equipment, graphic arts and/or technical school background beneficial.
- Excellent trouble shooting skills
- Leadership tendencies
- Good interpersonal skills
- Good communication skills

VII **Travel/Physical Exertion**

- Travel as required which may include occasional overnight stays.
- Frequent long hours, 12 hour days
- Ability to lift 60lbs. on a regular basis
- Willing to work all shifts

Employee Signature: _____ **Date:** _____

Performance Expectations

Pre-Press Lead Person

1 Quality

- A Ensure work produced exceeds expectations.
- B Perform quality checks and provides input on quality related issues on shift.
- C Work in a quality orientated manner that promotes a positive example.
- D Assist and train apprentices as needed.

2 Material Consumption

- A Ensure employees are aware of trends by taking an active role with Pre-Press Supervisor in monthly meetings.
- B Aid in addressing areas of high waste to assure operation meets supply & material usage goal.

3 Productivity

- A Insure production requirements are fulfilled according to established requirements.
- B Provide feedback to Pre-Press Supervisor on areas of production concern.
- C Maintain performance to meet estimated standards.

4 Policy

- A Understand and support all established company policies.
- B Provide input to Pre-Press Supervisor on areas of employee concern regarding policy.

5 Support

- A Provide input on the development of the pre-press manning schedule.
- B Insure manufacturing area is neat, clean and organized.
- C Perform projects and assignments as requested by Pre-Press Supervisor.