

HONBLUE

JOB DESCRIPTION

Title: Copy Operator/ Customer Service Representative

Date: Revised 08-12-22

Department: HONBLUE Maui

Status: Full Time/Non-Exempt

Supervision: Works under the general supervision of the Site Manager

Primary Purpose: Provides exceptional service by working with customers, sales staff, and production departments to meet deadlines and quality guidelines with a positive attitude and a SMILE.

Essential Duties:

- Copy Operator
 - Operate and maintain multiple digital output devices using a variety of media and toners.
 - Operate and maintain multiple digital input devices using multiple software programs.
 - Operate and maintain finishing/bindery machines.
 - Monitor work to ensure highest quality possible at all times
- Customer Service:
 - Greet and provide general information regarding services and products offered to walk-in customers, guests and the general public both in person and over the phone.
 - Provide efficient, accurate, and responsive service to customers.
 - Process all work orders according to time sensitive procedures to meet deadlines.
 - Match work orders with the correct job after processing in the job tracking system.
 - Inspect/ verify customer materials, determine products and/or services
 - Troubleshoot: communicate with departments to ensure production can meet the deadline.
 - Route work orders to various departments.
 - Bill customers; receive and safeguard cash, checks, or charge payments.
 - Operate computers to input and accesses information in the job tracking system.
- Operate PC computer demonstrating knowledge of:
 - Adobe Acrobat, Microsoft Office and Outlook
 - Create PDFs, Burn CDs for scans and output digitally to plotter/scanner
 - Establish reasonable time frames
- Perform other duties as assigned.

Other Duties:

- Maintain a safe and clean work area.
- Work with sales staff to develop, improve and maintain client relations.
- Work in other production departments as needed.

Working conditions: Indoors in an air-conditioned environment; exposed to noise associated with normal print plant operations.

Dress Code: Business casual

Physical, Mental, Communication Demands:

- Lift 50 pounds unaided
- Sit and stand for extended periods

- Walk/ Climb stairs and perform work without a hand-held aid (e.g., cane)
- Bend, reach, squat, push, and pull
- Discern full spectrum of colors
- See detail in shapes, sizes and forms
- Perform detailed work for extended periods
- Work with a high degree of accuracy with minimal supervision
- Speak, understand, read, and write English
- Collaborate with others in a team environment
- Ability to follow instructions and safety procedures
- Ability to collaborate with others in a team environment
- Good work ethics

Skills/Knowledge:

- Operate a computer and a variety of office machines effectively and efficiently
- Working knowledge of Windows applications
- Ability to work in a multi-tasked, fast-paced environment, meeting stringent deadlines with a “can do” positive attitude.
- Friendly customer service skills, greet all internal and external customers with a SMILE
- Effective problem-solving skills

Hours of Operation: Typically: 8:00am-5:00pm, Monday-Friday (subject to change)
Overtime, holidays, and weekends as required.

Equipment Used:

HP pageWide Printer, Canon Image Prograph, Xerox high-speed copiers, Flatbed and roll scanners, Mounting/laminating machine, Comb/Spiral Punch/Binding, Polar Cutter, Computer, multi-line phone

Minimum Qualifications:

- Ability to work in a multi-tasked, fast-paced environment, meeting stringent deadlines with a “can do” attitude.
- Strong written and verbal communication skills.
- Good work ethics
- Strong computer and standard office equipment operation skills.
- Working computer knowledge Word, Excel, Power Points, and Outlook
- Basic math and problem-solving skills.
- Attention to detail. Work with a high degree of accuracy with minimum supervision.

Education/Training: High School Diploma or equivalent required.

Experience:

- One year of customer service, data entry, cash handling experience