

SDS is seeking candidates for the position of a Copy/ Scan Operator. 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. Applicants should have the ability to effectively deal with internal and external customers and 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.

- 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 SDS'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.