

JOB DESCRIPTION

POSITION TITLE: Technician – Laser Printing, Mission Press

SUPERVISED BY: Manager – Estimating, Accounting, and Customer Support

SUPERVISES: No One

PURPOSE OF POSITION: To assist the Estimating, Accounting, and Customer Support Manager in customer service, word processing, all electronic laser printing, database management and entry, distribution, collection, and quality control.

ESSENTIAL QUALIFICATIONS:

- Experience with computers.
- Experience with the AS400, IBM 4340 and Laser Printer, DL100 variable printing software
- Extensive experience with Microsoft office products: Word, Excel, Publisher, Outlook, Power Point and Adobe Acrobat.
- Extensive experience in data base management and with mail merges.
- Experience in customer service.
- Experience in office management and printing or production environment.
- Ability to present information effectively and respond to questions from staff and customers.
- Ability to calculate figures and amounts such as discounts, percentages, and cost per item for billing and accounting procedures.
- Ability to lift and/or move up to 30 pounds.
- Ability to maintain confidentiality.
- Ability to work both independently and as an active team member.
- Ability to maintain professional demeanor while exercising judgment and discretion in work.
- Ability to follow oral and written instructions.
- Maturity and sensitivity to cultural and individual differences.
- Commitment to the mission, values, and goals of the Agency.
- Regular and predictable attendance.

ESSENTIAL FUNCTIONS:

- Key appeal letters into computer AS400 system for personalized lasering.
- Interface with, and operate AS400 and PC print management systems to coordinate appeal letters with both Development Department and Mission Press.
- Update and maintain Mission Press outside client computer databases.
- Operate, maintain and troubleshoot all laser printer operations.
- Act as liaison between Mission Press and Development Department to insure detailed fulfillment of Development personalization requirements.
- Maintain, modify, and manipulate customer data for mail merge and other print interface requirements.

RECEIPT AND ACKNOWLEDGMENT:

I acknowledge and understand that:

- Receipt of the job description does not imply nor create a promise of employment, nor an employment contract of any kind, and that my employment is at-will.
- The job description provides a general summary of the position in which I am employed, that the contents of this job description are job requirements and, at this time, I know of no limitations which

would prevent me from performing these functions with or without accommodation. I further understand that it is my responsibility to inform my supervisor at any time that I am unable to perform these functions.

- This job description in no way states or implies that these are the only duties to be performed by the jobholder. Job duties, tasks, work hours and work requirements may be changed at any time.
- Acceptable job performance includes completion of the job responsibilities as well as compliance with the policies, procedures, rules and regulations of the Agency.
- I have read and understand this job description.

This job description was accepted by:

Technician – Laser Printing, Mission Press

Date

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