

# DRINKER, BIDDLE & REATH LLP

## REPRODUCTION COORDINATOR

### JOB POSTING

<b>JOB TITLE:</b> Reproduction Coordinator	<b>STATUS:</b> Non-Exempt
<b>REPORTS TO:</b> Office Services Supervisor	<b>LOCATION:</b> Philadelphia

#### SUMMARY:

We have an opening for a **Reproduction Coordinator** to join our Office Services Team! The Reproduction Coordinator (“Coordinator”) serves as the point person for the Copy Center and completes and coordinates all internal client requests. This position is responsible for making sure that all work requests are logged into the tracking system, completed on time and clients notified when tasks are complete so they can pick up same. When necessary, the Coordinator is responsible for ensuring completed projects are delivered to clients if they are unable to pick them up. The Coordinator is expected to be an expert in all things Copy Center-related so he/she can answer questions regarding offerings and processes (including timing) for clients. The Coordinator works closely with the Office Services Supervisor to ensure the Copy Center runs efficiently and ensure that our clients’ needs are being met. This position will also conduct quality assurance reviews for incoming and outgoing requests.

It is essential that this person be a self-starter and able to work well both in a team environment as well as independently. This role is expected to be a substantive contributor to the outcomes described and must ensure that client service and client satisfaction are attained in all areas. In addition, in accordance with the firm’s Client Service Initiatives, the Coordinator must display good judgment and have effective interpersonal communications skills. In addition, confidentiality and discretion are required consistently.

*The hours for this role are 8:00 a.m. – 4:00 p.m. Monday through Friday.*

#### JOB FUNCTIONS:

- Ensure all incoming job requests are logged into the system.
- Complete print, scanning, copying, and binding projects using various equipment such as copiers, MFDs, scanners, binding equipment machines, etc.
- Ensure clients are notified when jobs are completed so they can pick up same. As needed, coordinate delivery of completed jobs from the Copy Center to clients.
- Timely monitoring of the Copy Center’s job queue system to ensure that jobs are assigned and flowing.
- Act as customer service contact for the internal users of document imaging services.
- Assist clients with selecting the best options for their requests.
- Proactively communicate with team operators to ensure any special requests, including last minute requests, are known by all so expectations from clients can be achieved successfully.
- Perform quality control checks for completed jobs.
- Act as contact with service vendors in regard to maintenance and repair of equipment and maintain log for same.
- Keep inventory of supplies and paper, placing orders for replenishment as needed. Work with the Office Services Supervisor in regard to any special request orders.
- As needed, work with Office Services Supervisor and outside vendors to arrange for work overflow to be completed by an outside vendor.
- Assist Office Services Supervisor in maintaining records and metrics to ensure that department goals are being met efficiently.
- Other duties and projects as requested from time to time relating to the Copy Center Department.

*The above described job elements are intended to indicate the general nature and levels of work being performed by employees assigned to the job. They are not intended to be an exhaustive list of duties, responsibilities and skills required of employees so classified.*

**KNOWLEDGE, SKILLS & ABILITIES:**

- Strong printer/copier experience and knowledge.
- Strong computer skills, specifically experience working with Microsoft Outlook, Word, and Excel programs.
- Strong experience working with Adobe programs.
- Excellent customer service skills.
- Excellent organizational skills with strong attention to detail.
- Excellent verbal and written communication skills including clear and concise telephone and email etiquette.
- Is consistent with using written communication that is technically sound, grammatically correct and without typographical errors.
- Extremely consistent in producing quality work.
- Must be a highly motivated, personable, self-starter who is able to manage multiple projects simultaneously and successfully, many with tight deadlines.
- Ability to take initiative and be proactive.
- Able to follow instructions accurately and proactively keep others informed of progress.
- Accepts ownership of projects and is successful in driving projects, as well as daily tasks, to a successful conclusion. This includes being able to assess, adapt and reprioritize projects quickly when situations change.
- Ability to function effectively in stressful situations/circumstances.
- Ability to work with detailed information accurately and efficiently.
- Able to maintain confidentiality.
- Although this position has no supervisory responsibilities, it is important that he/she be able to work very well in a team environment as well as independently.
- Possess strong interpersonal skills with ability to build strong relationships.
- Ability and desire to learn new skills.
- Unbiased judgment, sound discretion, and openness to the views of others.
- Ability to interact with people in a manner that shows sensitivity, tact, and professionalism.
- Able to quickly grasp the goals, service, culture and strategy of both the firm and the department.
- Must conduct him/herself professionally in appearance and actions; must set a positive example for all personnel and support a collegial and collaborative work environment.
- Adhere to and serve as a role model for the firm's Client Service Standards.
- Respects people's differences in background, culture and perspective.
- Willingness to be flexible and perform responsibilities not specifically identified in the job description and assume new responsibilities as the Department's and firm's needs change.
- Flexible and dependable, including the ability to work overtime as needed.
- Due to duties of this role, the Coordinator must be able to walk and stand for long periods of time and must be able to lift up to 30 pounds.

**EDUCATION & EXPERIENCE:**

- High school Diploma or GED.
- Minimum of two years' work experience ideally in a customer service, legal or professional services environment.
- Ideal candidate will have two years of experience working in a Reproduction/Copy Center environment.
- Due to duties of this role, candidates must be able to walk and stand for long periods of time and must be able to lift up to 30 pounds.

We are an Equal Opportunity Employer and we offer an excellent total compensation package, which includes medical/dental coverage (PPO/HD), vision care, life insurance, short and long-term disability plans, 401(k) with employer match, paid vacation/holiday/sick days, wellness programs and more.

**HOW TO APPLY:**

Interested candidates should send resume and cover letter, including salary expectations, to [Human.Resources@dbr.com](mailto:Human.Resources@dbr.com) and reference "**Reproduction Coordinator**" in the subject line. *No phone calls please.*