

## POSITION DESCRIPTION

### WORKSHOP PRINT & PRODUCTION SPECIALIST

**Department:** Workshop

**Reporting to:** Workshop Team Leader

**Job Type:** Casual

#### WHO ARE WE?

MONSU Caulfield is the Undergraduate Student Union at Monash University, Caulfield Campus. We support over 10,000 students by providing free services, programs, events, activities and representation, to ensure students have the best possible university experience.

We are a not-for-profit organisation, comprised of full-time and part-time staff and a democratically elected student council (Student Representatives). We're an organisation run by students, for students, with a passion for ensuring a great student experience on campus and that student interests and issues are being addressed by the University, government and broader community.

With portfolios across a range of areas like women's, welfare, queer, international students, sustainability and much more, we strive to be a leader in student representation and providing outstanding experiences for all students. We do this through campaigns, events, activities, workshops, advocacy, welfare and support.

MONSU Caulfield staff are integral in providing the high-level expertise and support necessary to ensure the services we deliver to students are of outstanding quality.

#### ROLE PURPOSE

Workshop Print & Production Specialist duties include, but are not limited to:

- Provide a great customer experience to all Workshop customers, including students, Monash staff and external customers.
- Manage email inboxes for Workshop and general enquiries.
- Printing and handling production from small to large format sizes.
- Processing sales efficiently, and handling payments either electronically or with cash.
- Assist in the management of venue and equipment bookings for MONSU Caulfield.
- Assist with any inquiries regarding MONSU Caulfield.
- Follow correct opening and closing procedures.
- Maintaining general housekeeping of Workshop and other MONSU Caulfield facilities.
- Maintaining stock levels of all goods within the Workshop.

#### CORE COMPETENCIES

##### Communication

Demonstrated ability to articulate ideas clearly, ability to actively listen and communicate complex information.

##### Problem Solving

Demonstrated ability to work both independently and collaboratively, and solve issues when they arise.

##### Integrity

Demonstrated honesty, responsibility, reliability and trustworthiness.

##### Interpersonal Awareness

The ability to notice, interpret and anticipate the needs, concerns and feelings of others, and to communicate this awareness with empathy and compassion.

## POSITION DESCRIPTION

### WORKSHOP PRINT & PRODUCTION SPECIALIST

#### KEY SELECTION CRITERIA: ESSENTIAL

1. Knowledgeable in design or related disciplines, including Business, Architecture, or Industrial Design.
2. Experience in a retail environment, with knowledge of and ability to adhere to retail systems and procedures.
3. Proven face-to-face customer service background
4. Demonstrated ability to work with multi-disciplinary teams and to interact successfully with anyone from MONSU Caulfield, Monash University and customers.
5. Strong customer service focus and good interpersonal and organisational skills
6. Ability to work independently and in a team environment including during very busy periods.
7. A current Working With Children's Check.