Invites applications for the following position(s):

COMPETITION NUMBER: 342

C.U.P.E. Local 3338 – Continuing Position

CLERK, GRADE 7

DOCUMENT SOLUTIONS

POSITION NUMBER: 121551

REPOST

(If you applied to the original posting, you will be included in this competition.)

POSITION OUTLINE:
Provides excellent customer service to clients by consulting and assisting them with their print requirements and identifying Document Solutions products and services that will best meet their needs. Provides front counter customer service support at the Burnaby Campus and meets with clients at all SFU locations as required. Coordinates all print requests for production through the Customer Service Supervisor and team leaders to ensure that delivery schedules and quality expectations are met at all times. Provides cost estimates for basic jobs and produces production reports using the Print Management System. Performs general financial assistance and duties for Document Solutions, including: responding to telephone, email, in-person, or written financial and accounting enquiries; assisting with the tracking of departmental budgets, accounts reconciliation and reporting; preparing financial documents and forms (e.g., financial memoranda, quotes, purchase requisitions, invoices, charge-back notices, journal vouchers, etc.); reviewing monthly departmental roll-ups from the Finance Department; processing and monitoring the accounts receivables/payables; preparing and delivering deposits of revenue in the form of cash and cheques; and administering petty cash for the department. Assists the Manager in coordinating various administrative meetings, attends financial or budget meetings, and records informal meeting minutes as required. Performs other duties consistent with the job description and position title, on request. Performs other duties and responsibilities consistent with the job description and classification on request.

QUALIFICATIONS:

- High school graduation and one year of post-secondary education, including formal training in bookkeeping/accounting procedures, spreadsheet, word processing and database applications, and office practices.
- **3 years of related experience.
- 55 wpm keyboarding speed with a high degree of accuracy.
- Good knowledge of all aspects of print operation and procedures (e.g., PrePress, Press, Digital black and white and color printing, digital and variable printing, Finishing/Bindery).
- Basic knowledge of various paper stocks, weights, grains and textures.
- Good knowledge of standard bookkeeping and accounting practices and principles.
- Good knowledge of manual and computerized record-keeping systems and concepts.
- Ability to use standard word processing, email, database, and spreadsheet applications, and online print ordering systems (e.g., SFU Connect, Word, Excel, FileMaker, WebCRD, etc.) at an intermediate level.
- Ability to use standard financial information systems (e.g., FAST, FINS, CentreSuite, etc.) at an intermediate level.
- Ability to manage major print projects consistent with customer requirements.
- Ability to perform arithmetic calculations with a high degree of accuracy.
- Ability to organize, multitask, and prioritize own work.
- Ability to complete a high volume of work within deadlines.
- Ability to maintain records with a high degree of accuracy.
- Ability to exercise mature judgment, initiative and resourcefulness.
- Excellent interpersonal and customer service skills.
- Excellent communication skills (oral and written).
- Excellent organizational skills.
- Excellent analytical and problem-solving skills.
- Ability to lift up to 25kg.
- Ability to work shifts and/or be on-call.
- Ability to arrange transportation to travel between all three campuses (Burnaby, Surrey, and Vancouver) for work every 3-6 months.
- **or an equivalent combination of formal education, certificate/program of study and experience is acceptable.
A detailed resume and cover letter quoting Competition #342 must be received in our office by 4:30 pm on August 8, 2017, addressed to the attention of Monica Swanson Human Resources Advisor. Please follow the application instructions at: http://www.sfu.ca/hr/prospective_employees/HowToApply.html.

We thank all applicants for their interest; however, only those selected for interviews will be contacted.

*The University is committed to the principle of equity in employment*

A more detailed job description may be obtained at [www.sfu.ca/jobpostings](http://www.sfu.ca/jobpostings)