



Title: Reprographic Services Supervisor
Location: Newport, Wales
Salary: £24,000 - £26,000 plus £800 bonus
Hours: Days (37.5hrs a week Mon-Fri)
Job Ref: 767

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Our client in **Wales** requires a **Reprographic Services Supervisor** to deliver an efficient and responsive business process service to the customer within a print function and to meet agreed SLA's and customer satisfaction.

Candidate Responsibilities:

- Help **solve operational problems** quickly and efficiently to ensure the most efficient service is provided
- **Build relationships** with users and manage their perception and expectations, including resolving immediate/simple operational problems to ensure the **best levels of customer service** are delivered
- To ensure all work carried out is to the **highest quality** to ensure it meets customer confidentiality, customer deadlines, SLA and KPI's
- Responsible for training new members of staff
- Build positive relationships both internally and externally
- Follow and adhere to **Health & Safety procedures and guidelines**

Candidate Requirements:

- **Good IT skills**
- Excellent communication skills, both verbal and written
- Good organisational skills with an attention to detail
- **Excellent customer service skills**
- Ability to successfully manage site level change
- Team oriented pro-active, open minded team player

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