

Production Associate

OLV Charities

POSITION SUMMARY:

The Production Associate (PA) is an essential component of OLV Charities' (OLVC) direct response and other fundraising efforts and is responsible for the maintenance and operation of OLVC's Print Shop. The PA plays an integral role in assisting Annual Giving with the production of direct response materials and assists Donor Services with the production of acknowledgement letters and buck slips. The PA will produce quotes and ensure all print jobs are executed with quality, efficiency and cost effectiveness. The PA will proactively reach out to OLVC's mission partners (OLV National Shrine & Basilica and Elementary School, OLV Human Services), as well as other Catholic organizations to attain new business for the Print Shop. The PA will leverage their experience in the field of print production to identify new opportunities and creative ways to engage with OLVC donors through smaller, targeted projects can be handled within the printshop.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Ensure that the Print Services function is running efficiently and effectively.
2. Establish and manage relationships with other Catholic Organizations, with the long-term vision of adding another income stream to OLV Charities.
3. Serve as liaison between OLV Charities and customers, providing job updates, price quotes and ensuring jobs are handled with professionalism, quality and cost-effectiveness.
4. Assist Donor Services team members with producing acknowledgment letters, buck slips, and other communications.
5. Keep running inventory of marketing material items and fulfillment items.
6. Manage inventory of organization wide print needs including OLVC envelopes and letterhead.

SKILLS

1. Track record of success in a sales or customer service role with a printing company and/or print shop.
2. Comfort with and knowledge of the successful operation of printing equipment (printers, inserters, etc.)
3. Knowledge of U.S.P.S. regulations/specifications related to direct mail preferred.
4. Willingness to work to get print jobs printed, cut, folded, and inserted on time and with the highest quality possible.
5. Strong time management and organizational skills.

6. Excellent communication skills and ability to be a team player.
7. Ability to take initiative and problem solve issues creatively, proactively and independently
8. Possesses strong organizational skills and attention to detail
9. Basic computer skills, including understanding of Microsoft (Outlook & Word) Office products as well as a variety of production-related software applications.
10. Ability to demonstrate OLV Charities' values and mission.

EXPERIENCE

1. Minimum 2-3 years of experience as a print industry sales and/or customer service representative required.
2. Minimum 3-5 years of experience in print production preferred.
3. Experience working with non-profit clients and an understanding of direct mail principles and practices preferred.
4. Experience with all aspects of print production.
5. Experience with inventory control processes/procedures.

EDUCATION

High school diploma/equivalency required

Pay Range: \$21.26/hour - \$25.51/hour, based on skill and experience

Email resume and cover letter to: olvc-careers@olvcharities.org

Or send cover letter with resume to:

OLV Charities

Human Resources Department

780 Ridge Road; Lackawanna, NY 14218