



*A retail marketing agency specializing in the Design and Make for Branded Environments and Content*

<b>Job Title:</b>	<b>Production &amp; Fulfillment Operator</b>
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**Department:** Production  
**Reports To:** VP of Production

**Job Summary:**

The Production and Fulfillment Operator is responsible for machine operation, finishing, fulfillment and shipping of projects/elements for Ivey's broad base of clients. This position plays an important role in meeting and exceeding our clients' expectations, and doing so in an efficient and profitable manner for our company. To accomplish this, he/she must professionally represent Ivey and our core values, and foster partnerships with both internal and external stakeholders to provide a positive experience that helps elevate Ivey both internally and externally.

**Essential Duties and Responsibilities:**

- **Fulfillment and Shipping**
  - Pack and ship out packages as requested - provide creative packaging solutions for large and fragile display pieces as needed
  - Operate printers and cutters
  - Assemble customer orders from stock and mark them with appropriate information
  - Provide accurate, timely shipping and receiving quotes, estimates, schedules and reports
- **Finishing**
  - Run cold and hot presses; laminators
  - Laminate, mount and trim graphics
- **Machine Operation (Printers, Knife Plotter, iCut)**
  - Operate equipment in accordance with manufacturer and Ivey standards on various substrates, within quality expectations, in a safe manner
  - Account for all labor and material consumed on job by job basis
  - Monitor output quality through course of a run
  - Perform preventative physical maintenance as necessary per manufacturer warranty information
- **General**
  - Verify goods against printed order, checking quantity and description and reporting shortages, damages or discrepancies (both for shipping and receiving)
  - Keep abreast of production deadlines
  - Maintain the warehouse, keeping it clean and orderly to ensure items are efficiently and neatly identified, inventoried and stored

**Requirements**

- **Technical Skills**
  - Computer skills including basic navigation in pc platforms; efficient utilization of e-mail; working knowledge of Excel and Word, including word processing and data entry
  - Ability to read and interpret documents including industry specific and technical instructions
  - Forklift Certified is preferred

- **Technical Skills cont'd**

- Ability to add, subtract, multiply, and divide in all units of measure using whole numbers, common fractions, and decimals
- Ability to use basic math skills in a work environment and measure with accuracy

- **Professional Skills**

- Ability to sit, stand and walk; reach, climb or balance; stoop and kneel; must be able to lift and/or carry up to 25 pounds regularly, 50 pounds often and occasionally lift and/or move 100 pounds
- Ability to work around moving mechanical parts; fumes or airborne particles; outside weather conditions; and noise levels from quiet to moderate
- Help maintain a team environment via cooperation and empathy
- Be professional, courteous and helpful to co-workers
- Ability to make critical evaluation of project needs
- Maintain a sense of humor - super important!
- Look for solutions and share ideas with your supervisor
- Take responsibility for the work that you do, and for the work of your department
- Embrace and operate inside the company's Core Values
- Good written and interpersonal communication skills
- Must be dependable, accountable and demonstrate initiative
- Safely use knives and razor blades
- Be prepared to work overtime when needed to complete jobs by deadlines

- **Experience & Knowledge**

- Ideal candidate will have 5 years of professional experience in a manufacturing or creative services environment
- Must have working knowledge of power tools
- Possess good mechanical aptitude

**Physical Demands and Work Environment:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms; talk or hear and taste or smell. The employee is frequently required to stand and walk. The employee is occasionally required to climb or balance and stop, kneel, or crouch. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.