

BUSINESS ROLES

CUSTOMER SERVICE

Main Job: Communicate with "customers" (teachers, staff, students)

- Check order forms for completeness
- Ask follow-up questions if needed
- Confirm order details and delivery time
- Deliver thank-you messages or digital confirmations

DESIGNER

Main Job: Create print-ready graphics based on the order

- Use Canva or PosterArtist to design flyers, banners, posters
- Match design to customer's instructions and brand style
- Collaborate with print team to confirm sizing
- Save and organize files properly for printing

PRINT TECHNICIAN

Main Job: Prepare and operate the printer

- Load paper, check ink levels, align files for print
- Perform test prints and basic troubleshooting
- Work with the designer to print the final file
- Trim, package, and label finished products

PROJECT MANAGER

Main Job: Oversee the entire workflow and keep the team on track

- Track order status using the job board or tracker
- Make sure deadlines are being met
- Help assign tasks and solve workflow problems
- Report to the teacher about group progress

QUALITY CONTROL (QC)

Main Job: Make sure the final product meets standards

- Review each print for alignment, color, clarity, and layout
- Compare print to the order and original design
- Send jobs back for corrections if needed
- Sign off before packaging and delivery