

CUSTOMER SERVICE LEAD

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

Skills Used: Communication, organization,
professionalism

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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

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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

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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

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