



Position Title: Business and Production Coordinator
Classification: CPL EA - Schedule A - Level 5
Reports To: Manager - Mylestones Printing

About the Cerebral Palsy League

Every 14 hours, a child in Australia is born with cerebral palsy, making it the most common childhood physical disability.

The Cerebral Palsy League is a non-profit organisation that provides vital support and services to more than 5,000 children and adults with physical disability in Queensland and Northern NSW. We work together with our clients to help them reach their goals and live the lives they choose.

Our Vision

An inclusive society for all people.

Our Purpose

To provide services for people with physical disability so they can lead the life they choose.

Our Difference

We have been working in your community for over 65 years. We have the expertise to deliver services to people of all ages with all levels of physical disability. We will work with you and your loved ones to maximise your independence so you can live the life you choose in your community.

The CPL Way

We are a business with a heart. Our values of client focus, respect, inclusion, integrity, excellence and courage drive us to:

- Understand the person
- Give great service
- Work together
- Find better ways

We embody The CPL Way in our daily work life by:

- Demonstrating **understand the person** by asking open questions, knowing other’s strengths and how to use them, appreciating other’s deliverables and stressors, reserving judgement and focusing on understanding.
- Demonstrating **give great service** by asking questions to clarify outcomes to be achieved and by providing options to achieve those outcomes. Identifying expected impacts of any change on internal and external clients and by focusing on how we make this happen safely and effectively.
- Demonstrating **work together** by actively seeking out information, respecting the stage of the process, looking for ways to help and enhance outcomes and understanding what others are trying to achieve.





- Demonstrating **find better ways** by talking through issues respectfully, involving clients in identifying issues and designing solutions, looking beyond the sector and Australia for solutions, challenging the status quo and making it easier for clients and staff.

Position Purpose

To ensure continued development and growth of the business by generating business, determining job priorities and establishing workflows; and to ensure that supported employees are engaged in meaningful roles that support the viability of the business and respect their skills as workers.

To support continuous improvement in the business performance of Mylestones Printing and effectively contribute towards achievement of the organisation's vision and purpose.

Key Responsibilities

- Works collaboratively with the Manager - Mylestones Printing to coordinate and develop the business operations of Mylestones Printing; to ensure business is completed on time and to the standard required by the customer.
- Provides high quality customer service endorsing Mylestones Printing products and services, including liaising with the marketing department to ensure website currency and product line visibility is maximised.
- Provides supervision, support and mentoring to all staff regarding business operations and workflow.
- Develops initial quotes, and plans and implements the execution of jobs in the required timeframe.
- Effectively undertakes or coordinates the completion of job sheets, Australia Post paperwork, invoices, banking, petty cash, pay sheets, and debt collection.
- Proactively contributes to the completion of stock taking, ordering, equipment maintenance, eReq administration and other record keeping.
- Effectively undertakes file processing for copying, printing and mail merging using appropriate software.
- Demonstrates knowledge of and proficiency in the use of all office equipment and production machinery, including assistance in the maintenance of general office systems.
- Develops and maintains effective relationships with suppliers of goods and services and other relevant internal and external stakeholders to ensure quality outcomes are achieved.
- Undertakes other responsibilities as required and directed by the Manager - Mylestones Printing.

Supplementary Responsibilities

- Embodies The CPL Way in daily work life (see first page).
- Proactively contributes to identifying personal training and development needs and the means to address those needs, to maintain up to date knowledge, skills and abilities which ensure ongoing competence to achieve the required outcomes of the position as it develops.
- Contributes effectively to the promotion of equal opportunity and non-discrimination in the workplace.
- Contributes effectively to the identification, removal and reduction of workplace hazards and risks to ensure a safe and healthy work environment.
- Contributes effectively to the achievement of continuous improvement through adherence to the Quality Management System in all areas within the influence of the position.





Organisational Relationships

- Reports directly to the Manager - Mylestones Printing.
- Liaises internally with: supported employees, Mylestones Printing team, CPL staff and management.
- Liaises externally with: customers, suppliers and Australia Post.

Selection Criteria

Applicants must address the following criteria in writing to be considered for this position:

- Proven ability in successfully selling and managing business contracts, quote preparation, and achieving high levels of customer satisfaction in a copy centre or direct mail house.
- Demonstrated knowledge of direct mail, mail merging, bar-coding and addressing.
- Demonstrated knowledge of print broking, high volume colour and black and white copying.
- Well developed organisational skills and experience in working to tight deadlines within a Quality Assured environment.
- Highly effective interpersonal and communication skills with a focus on proactive problem solving.
- Proven ability to quickly learn new software applications.
- Demonstrated awareness of current disability philosophy and service practice issues including the Disability Service Standards.

Additional Requirements

These do not need to be addressed in selection criteria but must be included on resume:

- Eligibility to meet the requirements of a Department of Communities and Commission for Children and Young People and Child Guardian criminal history screening
- Current 'C' class driver's licence.



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