

Photo Technician

PRIMARY OBJECTIVE:

To process customer film in an accurate and timely manner, to assist the customers needs in video or courtesy counter matters.

NATURE AND SCOPE

The department's main objective is the taking in of customer film and processing it in an accurate and timely manner. Primary learning is that of the photo machines in processing needs as well as basic maintenance procedures of them. This position requires ongoing social skills/verbal interaction, judgment/decision making, reading, lifting, and walking. Position functions and work hours may vary according to business needs. Daily assignments and work direction provided by photo manager or P.I.C.

ESSENTIAL POSITION FUNCTIONS

1. Processes film orders
 - A. Takes in film orders
 - B. Load and log film orders
 - C. Processes negatives
 - D. Processes to prints
 - E. Quality and accuracy check – count and price
 - F. Check out photo customers
2. Receiving and logging of film orders
 - A. Accurately takes film orders from customers
 - B. Ensures order envelopes are properly filled out
 - C. Assists customers with matching available services with customer needs
 - D. Provides excellent customer service and be able to answer customer questions
 - E. Accurately write orders received into daily log book
3. Prepare roll film and reprint orders for processing
 - A. Properly loads roll film onto leader cards
 - B. Ensures proper order of films to be processed
 - C. Ensures reprint orders are placed on the proper rack
4. Use and maintain negative processor
 - A. Accurately load film orders into negative machine
 - B. Ensures chemicals are filled timely
 - C. Ensures waste tanks are emptied
5. Use and maintain print processor
 - A. Accurately load and process negative to be made into prints
 - B. Ensures proper density (light/dark) and color control
 - C. Ensures sort numbers are assigned properly
 - D. Fill chemicals in a timely manner
 - E. Ensures waste tanks are emptied
 - F. Ensures orders are filled properly
6. Maintains proper sorting and pricing of procedures

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- A. Properly matches order envelopes with prints
 - B. Ensures accurate count of prints
 - C. Ensures accurate quality control
 - D. Accurately price all orders
 - E. File completed orders in a timely manner
7. Getting finished orders to the customer and checking out
- A. Ensures excellent customer service
 - B. Responds to customer promptly
 - C. Retrieves all order envelopes for the customer
 - D. Uses correct cash register procedures
 - E. Ensures proper cash hauling procedures
8. Assists with miscellaneous service counter duties ensuring proper procedures are followed
- A. UPS and stamps
 - B. Gift certificates
 - C. Photo copies
 - D. Video
 - E. Other sales items: i.e. newspaper, lottery, etc.
9. Filling supplies
- A. Ensures paper/chemical supplies are filled as needed
 - B. Ensures supplies are filled in preparation of next days business
10. Maintains area cleanliness
- A. Ensures counters are clean and organized
 - B. Ensures all trash is emptied
 - C. Floors cleaned, swept, and mopped
11. Assist fellow team members in courtesy counter area as well as follow all grooming and dress code standards as well as all rules in the company handbook.

FUNCTIONAL REQUIREMENTS

Physical – equipment operation (register, scale, calculator, copy machine, check verification machine, telephone, fax machine, key machine, carpet machine), standing, walking, lifting 5 to 30 lbs., pushing/pulling up to 50 lbs., reaching, turning;

Mental – social skills/verbal interaction, problem solving, reading, writing, judgment/decision making, math