



RCL Cruises Ltd.

(manual section is applicable for above companies)

**JOB DESCRIPTION MANUAL -
HOTEL OPERATIONS CELEBRITY
Chapter 16 - Position Description
Shipboard - Onboard Marketing**

Revision 70 : January/12/2019

16.04 Printer

Position Title: Printer
Reports To: Desktop Publisher
Direct Reports: N/A
Effective Date: April 2005

POSITION SUMMARY

Prepares the typesetting and printing of all onboard materials by performing the following essential duties and responsibilities.

ESSENTIAL DUTIES & RESPONSIBILITIES

To support Celebrity Cruises' mission of sustaining "the world's ultimate premium cruise line with a taste of luxury," all duties and responsibilities are to be performed in accordance with Celebrity Cruises' Pillars of Safety, Service and Style, ISM/ISO and SQM standards, USPH guidelines, and environmental regulations.

Each shipboard employee may be required to perform all functions in various service venues and throughout the ship.

1. In accordance with Celebrity Cruises' Pillars of Safety, Service and Style, as well as through Celebrity Connections, each employee conducts oneself in a professional and courteous manner at all times. This consists of physical and verbal interactions with guests or fellow shipboard employees and/or in the presence of guest contact and crewmember areas.
2. Reads instructions and schedule, such as schedule of documents to be printed, to determine work for shift. Performs tasks assigned by the Desktop Publishing Special and

the Hotel Director.

3. Oversees and troubleshoots all imaging to the Xante Platemaker and to other printers. Makes plates of acceptable quality for the press. Operates presses, copiers and duplicators to produce final professional quality publications. Ensures that final printed image is accurate and matches approved composition. Troubleshooting may include optimizing final files so that plates are of acceptable quality. Examples of printed materials include, but are not limited to, the vessel's daily newsletter, brochures, business cards, tariff cards, telephone directories special shoreside promotional materials and various shipboard promotional materials.
4. Loads paper in printer, copier, duplicator or other machines. Sets guides, keys and switches, enters commands into computer and performs other tasks, to start and operate peripheral machines.
5. Observes machine operation and error lights on machines to detect malfunction. Additionally, operates and maintains the bindery equipment (Stitcher, Folder and Cutter). May be requested to assist with repairs and preventative maintenance of the photocopiers around the vessel as instructed by the Hotel Director.
6. Enforces Quality Control of all printed material to ensure they are free from defects to include creases, tears, poor ink coverage, misalignments, misshapes, utilization of correct and appropriate paper stock and/or other issues that detract from the professional nature of the final document.
7. Removes faulty materials and notifies supervisor of error or machine stoppage. Troubleshoots and performs simple repairs.
8. Unloads and labels documents for delivery to other worker or tape library.
9. Separates, folds, staples, sorts, cuts and distributes output.
10. Cleans and supplies equipment operated with paper, ink, film, developing solution and other materials. Properly disposes of inks, fountain solutions and cleaning supplies in accordance with guidelines set forth by the Environmental Officer. Follows all safety guidelines for the handling, storage and disposal of flammable rags and paper.
11. Operates Badge and Sign making equipment and fulfills orders for same from all departments as approved by the Hotel Director.
12. Is aware of, and/or acquires the necessary knowledge to comply with the ship's standard operation, in order to assist guests and crewmembers with inquiries.
13. Responsible to maintain adequate printing and paper supplies onboard at all times.

14. Attends meetings, training activities, courses and all other work-related activities as required.
15. Performs related duties as required. This position description in no way states or implies that these are the only duties to be performed by the shipboard employee occupying this position. Shipboard employees will be required to perform any other job-related duties assigned by their supervisor or management.

FINANCIAL RESPONSIBILITIES

Financial responsibilities for budget, expenses and/or achievement of revenue targets.

- This position is responsible for cost containment through the proper use, handling and maintenance of records, reports, chemicals, supplies and equipment.

MOTIVATIONAL RESPONSIBILITIES

People management responsibilities to ensure optimal performance of the function.

- Provides on-the-job training to less experienced incumbents to strengthen their current performance.

QUALIFICATIONS

Minimum hiring, language and physical requirements to perform the job.

Hiring Requirements:

- 2-3 years printing experience in a professional multi-color, high quality print shop.
- Working knowledge of various software packages utilized in a printing environment such as PageMaker, Adobe and word processing.
- Ability to work independently with minimal supervision.
- Superior customer service, interpersonal, conflict resolution and communication (oral and written) skills.
- Vocational training and certification preferred.
- Completion of high school or basic education equivalency preferred.

Internal Candidate Requirements:

In addition to the stated hiring requirements, internal candidates are required to fulfill the following:

- Completion of one contract with a performance rating of satisfactory or above along with demonstrated leadership skills.

Language Requirements:

- Ability to speak English clearly, distinctly and cordially with guests.

- Ability to read and write English in order to understand and interpret written procedures. This includes the ability to give and receive instructions in written and verbal forms and to effectively present information and respond to questions from guests, supervisors and co-workers.
- Ability to speak additional languages such as Spanish, French or German preferred.

Physical Requirements:

- While performing the duties of this job, the employee is regularly required to stand; walk; use hands to touch, handle, or feel; reach with hands and arms; talk or hear; and taste or smell. The employee must frequently lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.
- All shipboard employees must be physically able to participate in emergency life saving procedures and drills. Full use and range of arms and legs as well as full visual, verbal and hearing abilities are required to receive and give instructions in the event of an emergency including the lowering of lifeboats. Ability to lift and/or move up to 50 pounds.

Related Entries:

Related Chapters:

END OF SECTION