

# Job description

## Prepress Specialist

**PLEASE EMAIL YOUR COVER LETTER AND RESUME TO:**

**[karen@jukeboxprint.com](mailto:karen@jukeboxprint.com)**

**Toronto, Ontario, BC**

Jukebox is a global online printing company known for high-quality and innovative print solutions.

We are looking for a skilled prepress operator to join our team. This role requires technical expertise, a strong eye for detail, and a deep understanding of print processes. You will be working in a high-volume, fast-paced environment, handling a large number of customer files daily while ensuring accuracy and print readiness.

Working In-Person, you will closely collaborate with both production and customer support teams, as well as direct communication with customers via phone, email and chat, to play a key role in preparing customer files for smooth and efficient printing. This position involves file rebuilding, layout design, and correcting customer files. Many projects will require converting raster files to vector for optimal print quality. A strong understanding of typography is essential, as it plays a key role in our products.

As part of our progressive approach, this role will also involve working with AI-powered tools to assist in streamlining prepress tasks, enhancing file preparation, and optimizing design elements where applicable.

## What You'll Do

- Review and prepare customer files for all forms of printing, ensuring accuracy and print readiness
- Ensure files meet print specifications and troubleshoot any technical issues
- Convert files accurately from RGB to CMYK while maintaining colour integrity
- Identify and correct colour mode errors to ensure high print quality
- Manage a high volume of customer files daily while maintaining precision and efficiency

- Rebuild and refine customer files, including converting raster images to vector for optimal print results
- Work on layout design, adjusting artwork to meet printing specifications
- Ensure typography is properly formatted and prepared for print production
- **Communicate directly with customers via email, phone, in-person for walk-ins using online support tools, offering expert guidance on file preparation**
- Handle in-bound phone calls, emails, intercom chats, or walk-ins about file set-up, design changes for existing or potential files. Make outbound phone calls and emails in order to ensure print-ready files.
- Work closely with the customer support team to assist with inquiries regarding file setup and print specifications
- Assist customers in person at our Richmond location, providing support on file setup, printing processes, and product selection
- Maintain a customer-first attitude and go above and beyond to ensure the best experience
- Work with the production team to maintain smooth workflows and timely order processing
- Organize and maintain digital prepress workflows for efficiency
- Possess a can-do attitude with challenges faced such as complicated files, fast-paced work environment and KPI data to track performance

### **What You Need**

- Minimum of 3 years of experience in the print industry
- Experience in prepress file preparation for print production in a fast-paced, high-volume environment
- Strong knowledge of Adobe Illustrator, Photoshop, and InDesign
- Understanding of various printing processes and their technical requirements
- Expertise in colour modes and the ability to convert files accurately from RGB to CMYK
- Ability to identify file issues and ensure high-quality print results
- Experience with layout design and rebuilding files for print production
- Strong understanding of typography and its importance in print design
- Ability to work under pressure while managing multiple files and tight deadlines
- Strong English communication skills, including grammar, writing, and direct customer support
- Comfortable working in an Mac-based environment with Adobe Creative Cloud platforms
- Typing proficiency with accuracy and efficiency

- Strong problem-solving skills and attention to detail when assisting customers in person

### **Bonus Skills**

- Experience with offset and large format printing
- Knowledge of foiling, letterpress, and specialty printing techniques
- Understanding of colour management and proofing systems
- Strong typing speed is beneficial for handling a high volume of files efficiently
- Educational background in graphic design or a related program is highly recommended

### **Work Schedule**

This is a full-time, in-person position based at our Toronto location in Liberty Village. Core Work days are Monday to Friday. Hours are to be determined.

### **What We Offer**

- Competitive salary
- Comprehensive benefits package, including extended health care and dental care
- Overtime pay
- Vacation pay
- On-site parking
- Jukebox branded clothing
- Clean environment with large staff lounge
- Opportunity to work in a dynamic and innovative company

Jukebox is committed to creating an inclusive and diverse workplace. All qualified applicants will receive consideration for employment regardless of gender identity, sexual orientation, race, colour, religion, national origin, disability, or other protected characteristics.

Job Type: Full-time

Pay: \$22.00-\$25.00 per hour

Extended Health Benefits after 3 months

Flexible language requirement:

- French not required

Schedule:

- Monday to Friday

Application question(s):

- Minimum Typing Speed of 50 WPM

Education:

- AEC / DEP or Skilled Trade Certificate (required)

Experience:

- Prepress: 3 years (required)
- Print Industry: 1 year (required)
-