

Job Title:	Presentations Supervisor
Location:	Hong Kong
Purpose of Job:	<ul style="list-style-type: none"> ■ Develop and run a department that produces the highest quality documents ■ Ensure an exemplary standard of customer service under tight deadlines ■ Provide leadership, training, and direction of word processing personnel ■ Foster a culture of teamwork ■ Oversee usage of full- and part-time staff resources to meet client expectations for cost control and quality assurance, through efficient scheduling of shifts and vacations
Desirable Qualifications:	<ul style="list-style-type: none"> ■ Prefer Bachelor's degree in a related field, or equivalent work experience ■ Extensive prior experience in a word processing environment preferred ■ Strong communication skills – fluent English (oral and written) ■ Experience in providing exemplary customer service ■ Expert in the use of Microsoft Office suite particularly Word, PowerPoint, Excel ■ Willing to work "overtime" as and when required to manage critical projects / job peaks
Desirable Skills:	<ul style="list-style-type: none"> ■ Proven ability to perform duties with little or no supervision ■ Able to multi-task and prioritize job demands to meet deadlines in pressure environment ■ Strong client-facing and negotiation skills ■ Demonstrated problem solving abilities ■ Effective use of software (above) to create and produce document templates, mail merges, charts, graphs, complex tables, formulas, macros, and client documents ■ Experience of leading, motivating and training small teams
Supervisory Responsibilities:	<ul style="list-style-type: none"> ■ Oversee management of a medium-sized DTP team ■ Lead, manage and develop growing DTP team and team leaders, providing advice and support as required
Job Responsibilities:	<ul style="list-style-type: none"> ■ Keep Account Operations Manager aware of what is happening with the DTP team ■ Hiring, training and development of staff <ul style="list-style-type: none"> - Test new candidates (part- and full-time), ensuring minimum basic standards met - Work with Team Leaders and Trainer on new hire training - Ensure all paper work is completed within 1 month of hiring including the background security screening check - Prepare and assist with employee evaluations - Deal with disciplinary issues in a professional, fair and empathetic manner ■ Manage and deploy overflow / temporary staff, ensuring site is adequately staffed at all times <ul style="list-style-type: none"> - Ensure basic monthly schedule set will cover perceived peaks / troughs and holidays - Make the necessary judgment calls for staff overtime and call ins of part-time staff - Manage team's sick and annual leave, making sure there is sufficient coverage ■ Supervise the coordination and assignment of jobs to DTP Associates <ul style="list-style-type: none"> - Ensure site work flow processes are followed and tracked and that all production information is consistently and accurately entered into the data collection system - Manage customer projects - Ensure adequate staffing is available during major projects - Keep Team Leaders informed of status of projects to ensure a smooth transition between shifts for the project - Work with other branch offices on overflow jobs ■ Assure highest customer service standards and customer communication <ul style="list-style-type: none"> - Develop process improvements and identify opportunities for service enhancement - Interact and communicate with clients in a positive manner - Investigate and follow-up with clients and team on issues to avoid repetition ■ Lead departmental meetings, enforce company policies and partner with site management to ensure smooth running of operations <ul style="list-style-type: none"> - Exhibit a professional decorum at all times - Promote a positive, cohesive attitude within the department and across departments, as

appropriate

- Manage staff, using 'lead-by-example' approach and assist with production when necessary
- Understand and enforce company and site policies and procedures
- Ensure compliance with established processes, procedures and policies
- Coordinate with IT / Facilities to ensure ongoing smooth operation / minimal disruption
 - Testing of new software and upgrades
 - Business Continuity Plan testing
 - System outages - network, telephone, email, electrical, air conditioner etc
- Administrative tasks including billing, scheduling, and payroll
 - Develop, document and implement process improvements
- All other duties assigned

Application Method:

Please quote the job title and email to Ms Karen Leung at karen.leung@wlt.com with a copy of your CV