

PRINTING SERVICES COORDINATOR

BASIC FUNCTION

Coordinates activities in Printing Services to facilitate the completion of production jobs; determines job assignment needs and prepares for next steps in the production process; acts as a liaison between staff and customers regarding process, policy, and problem-solving issues; and coordinates and monitors the department budget including the operational budget and the supply budget.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the assigned area supervisor. May provide lead direction to temporary staff and/or student workers and may coordinate the work of classified professionals.

CLASS CHARACTERISTICS

This classification in the Printing series is responsible for independently performing technical duties in support of the Printing Services Department. Incumbents regularly work on tasks which are varied and complex, requiring considerable discretion and independent judgment. Employees in the classification rely on experience and judgment to ensure efficient and effective operations. Assignments are given with general guidelines. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements.

EXAMPLES OF TYPICAL JOB FUNCTIONS

1. Receives incoming jobs, determines production needs, and assigns jobs to department staff as necessary; communicates with requestor and staff to schedule jobs, order supplies, and ensure deadlines are met.
2. Acts as liaison between staff and customers; handles customer complaints and production issues that arise; and handles special projects.
3. Provides cost estimates of production jobs; supplies final pricing and works with budget control to ensure departments are correctly billed for services; coordinates production costs, supplies used, and outside vendor costs, if applicable; compares vendor costs to ensure cost effectiveness.
4. Collects production and job data, provides reports to determine how department resources are utilized, and determines future needs.
5. Monitors the department operational budget; ensures production budget balances; prepares and tracks accurate accounts of purchase orders and contracts and arranges for purchase of supplies and equipment.
6. Acts as the administrator of the department's online ordering system, including adding, training, and assisting system users; ensures functionality of the online ordering and tracking system and makes changes, as necessary; updates materials, pricing, and availability to determine accurate production costs.
7. Follows jobs through the production process to ensure quality control.
8. Works with non-profit organizations to meet their printing needs, including special procedures for job requests.
9. Provides backup to other production positions, when needed, including typesetting, design, printing on offset and digital machines, bindery, and dye sublimation; offers information and assists students and instructors as needed.
10. Follows accepted practices and safety guidelines, including interpreting Safety Data Sheets (SDS) of

- products used in the department; and requests updated SDS from vendors.
11. Assists in the development of new procedures and systems within the department.
 12. Assists instructors and provides work direction to students as a part of printing-related laboratory coursework.
 13. Remains up to date on changes in technology, the printing process, and computer software used in the department's operations.
 14. Participates in District-provided in-service training programs.
 15. Performs other related duties as assigned; specific duties not listed does not exclude them for this classification if the work is similar or related.

QUALIFICATIONS

Knowledge of:

1. Operations and services of a comprehensive printing and finishing facility.
2. Accounts payable and receivable practices.
3. Standard office practices and procedures.
4. Methods and techniques of creating and tracking budgets and purchase orders.
5. Procurement and contract processes.
6. Disclaimer usage and guidelines for various documents and publications.
7. Standard methods, materials, tools, and equipment used in a comprehensive printing facility.
8. Use and application of SDS and guidelines.
9. Safe work practices.
10. Methods and techniques of archiving and storing digital files.

Ability to:

1. Coordinate the services of a printing and production workshop.
2. Make measured and economical decisions when problem solving.
3. Resolve customer complaints or issues in a sensitive but effective manner.
4. Assess job needs to determine job assignments and next steps in the production process.
5. Operate high speed digital press and other production equipment.
6. Provide guidance to students and faculty.
7. Keep accurate records.
8. Independently organize work, set priorities, meet deadlines, and follow up on assignments.
9. Exercise independent judgment within general policy and procedural guidelines.
10. Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
11. Communicate clearly and concisely, both orally and in writing.
12. Establish, maintain, and foster effective working relationships with those contacted in the course of work.
13. Demonstrate clear evidence of sensitivity and understanding of the diverse academic, socio-economic, disability, and ethnic backgrounds of students, staff, and the community.
14. Provide efficient, high-level customer service to the public, vendors, contractors, and District personnel.

Education and Experience:

An associate's degree and three (3) years of operations/administration experience in the printing industry; or an equivalent combination of education, training, and/or experience.

Licenses and Certifications:

None.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office and printshop setting containing large reprographic machines and use specialized equipment. This classification primarily works in an office and frequent standing in and walking between work areas is required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate the above-mentioned equipment. Employees in this classification stand, bend, stoop, kneel, and reach to operate the machinery and handle print jobs. Employees must be able to demonstrate the manual dexterity needed to perform fine maintenance procedures. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 50 pounds with the use of proper equipment and/or assistance from staff.

The essential functions of this classification must be performed by the incumbents with or without reasonable accommodations.

ENVIRONMENTAL CONDITIONS

Employees work in an office or printshop environment with moderate to high noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Due to the nature of work, employees may come into contact with fumes, dust, and/or odors and may be exposed to mechanical and electrical hazards due to moving parts of the reprographic equipment. Employees may interact with upset individuals in interpreting and enforcing departmental policies and procedures.