

**San Jose · Evergreen Community College District  
Classified Job Description**

**Position:** Reprographics Assistant

**Department:** Reprographics

**Location:** District-wide

**Date:** August 29, 2018

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**POSITION PURPOSE**

The person in this position is the primary staff member providing customer service and document processing and printing services at Reprographics. This person will assist users with submitting job requisitions using the online print management application and preparing materials for copying and printing. Primary responsibilities include operating document processing and printing equipment, participating in the ongoing administrative aspects of the department and referring jobs to a larger printing facility if necessary.

**DISTINGUISHING CHARACTERISTICS**

The incumbent provides support in all aspects of the production schedule including interacting with users, cross-training in various department functions, setting priorities, tracking progress and resolving schedule conflicts and problems.

**KEY DUTIES AND RESPONSIBILITIES:**

1. Receive incoming job orders electronically or manually and make print-ready. Screen, review and verify printing requests and prepare for print using appropriate software, including reformatting if necessary. Determine services needed and best methods for processing. Achieve effective and efficient production by completing jobs, assigning to other staff on the site and /or redirecting orders to other sites as appropriate. Enter information using the online print management application.
2. Act as primary contact for customers seeking department services. Assist users in identifying needs, resolving problems, determining job requirements and understanding department capabilities, policies and procedures. Particularly support users in use of manual and online print management application to submit job requests/tickets, and review requests for completeness and accuracy.
3. Operate n high-speed printers, copy machines and ancillary equipment including performing binding and finishing functions as requested such as drilling, padding, folding, cutting, stitching, collating, stapling and laminating.
4. Work with Reprographics Lead and Department Supervisor, help set scheduling priorities and deadlines, resolve scheduling conflicts, address quality issues and facilitate satisfactory resolution of user complaints.
5. Operate a computer workstation using a variety of applications such as electronic mail, internet browsers, word processing, graphics editing, spreadsheet, database management software and web applications.
6. Maintain computer files, records and statistics for assigned areas as well as supply inventory. Request for supplies as appropriate.
7. Respond to user questions and inquiries in a timely manner using available communication methods such as telephone, e-mail, text, social media, oral and written forms of communication.

8. Maintain departmental job logging/tracking database; provide departments with monthly reports from the online print management application. Familiarize with functions and capabilities of the print management application.
9. Following established department guidelines ensure jobs produced are in compliance with copyright laws as they apply to education. Assist users in obtaining proper permission to reproduce materials when appropriate.
10. Make necessary adjustments to all equipment to accommodate paper finishes, types, weights, sizes and various job specifications.
11. Produce jobs according to specifications, using professional judgment and reorganizing schedule as needed to meet deadline and priority changes.
12. Review completed jobs for quality assurance; inspect each complete order before shipping to assure job was produced according to job order specifications.
13. Know and comply with all safety requirements related to area of assignment.
14. Perform daily, weekly and monthly maintenance on assigned equipment and support other Reprographics functions as needed. Place service calls to technicians for equipment repairs.
15. Assist in training of Reprographics staff, hourly employees and student workers on new and existing equipment, policies and procedures. Provide guidance as needed.
16. Follow security measures in place to protect confidentiality of examination materials.
17. Support mail services by providing assistance with receiving, sorting, and distributing incoming mail to campus locations. Backup support for mail services delivery by driving safely to all District locations.
18. Support other District Reprographic operations, functions and facilities as needed.
19. Participate in the development and implementation of department goals, objectives, policies and procedures. Make recommendations for business process improvements.
20. Perform other related duties as assigned.

## **EMPLOYMENT STANDARDS**

### **Knowledge of:**

1. Digital printing, copy, finishing, binding, and ancillary equipment used for making copies and assembling completed materials. Requires skill at using networked digital printing equipment
2. Routine maintenance on equipment and troubleshoot problems.
3. Mail receipt and distribution processes and procedures.
4. Basic record keeping, clerical duties and organizational standards required to support a customer oriented mail and copy center.
5. Basic math skills and proper English usage including spelling, grammar and punctuation.
6. Use of computer for online file management, job preparation and processing electronic communications.

7. Modern office practices, procedures and equipment including computer operation.
8. Effective oral and written communication skills.

**Skills and Ability to:**

1. Work independently with little supervision; prioritize work and meet schedules.
2. Operate required equipment in a safe manner.
3. Provide a high level of customer service and work effectively as a member of a team.
4. Perform duties in a manner that follows accepted safety standards for lifting, carrying and moving of heavy materials or objects.
5. Use a personal computer for ongoing daily tasks including MS Office suite of applications.
6. Interpret, explain rules and recommend improvements pertaining to department policies and procedures, work orders, safety guidelines.
7. Basic keyboarding/data entry with speed of accuracy.
8. Establish and maintain cooperative and effective working relationships with others.

**Experience and Education:**

1. High School diploma or equivalent supplemented by training or coursework in business, print technology or related field.
2. Two years related work experience in operation of high-speed production printers, copying, printing and bindery support equipment, including at least one year operating high-speed production printers.
3. Demonstrated sensitivity, knowledge and understanding of the diverse academic, socioeconomic, gender, cultural, disability, and ethnic back of groups historically underrepresented, and groups who may have experienced discrimination.

**Licenses and Certificates:**

1. May require a valid driver's license.

**WORKING CONDITIONS**

**Environment:**

1. Work is performed indoors where health and safety considerations exist from extended standing and physical labor and handling of chemicals, consumables, and heavy materials.

**Physical Demands:**

Incumbent must be able to function effectively indoors in a printing/reprographics shop environment engaged in work of primarily active nature and to accomplish the following, with or without reasonable accommodation.

1. Maintain cardiovascular fitness to engage in active physical labor and to function effectively under pressure to meet production deadlines and timetables.

2. Visual acuity to write and read printed materials and computer screens, and observe printing processes.
3. Speech and hearing ability to carry on ordinary conversation and hear sound prompts from equipment.
4. Ambulatory ability to stand upright, forward flexing, push, pull, stoop, bend, and reach for long periods of time to operate printing, photocopying, and other equipment. Strength to carry heavy weight (max. 50 lbs.) materials and supplies.

Board Approved: 05/14/13, 8/28/18

Salary Range: 65

EEO Category: 2B3 – Technical/Paraprofessional