

## Specialist, Duplication Services

**FLSA Status:** Non-Exempt

**Pay Grade:** 11

**Job Title ID:** 123503

**Job Series/Job Family:** Student Support & Success Series / Student Learning Services Family

### Reports To

Duplication Services Supervisor

### Job Purpose

Assist with the daily operations and production in central duplication.

### Description of Duties and Tasks

*Essential duties and responsibilities include the following. Other duties may be assigned.*

#### **Required**

1. Operates duplication equipment, including: copying and printing from static and digital sources; folding and stuffing; coil binding; shrink wrapping; lamination; and cutting processes.
2. Assists customers with simple and complex duplication orders. Downloads data; coordinate details and due dates; makes suggestions for project improvement; sets up graphics; makes layout adjustments; makes and tracks changes.
3. Assigns,adjusts, and tracks project priorities and due dates.
4. Maintains and records and tracking system of duplication requests and completed jobs.
5. Assists in purchasing new equipment and supplies.
6. Assists with maintaining the inventory of College-wide duplication equipment.
7. Trouble shoots issues, performs preventative maintenance on duplication equipment and reports malfunctions to service technicians.
8. Keeps updated billing/invoicing records and tracks expenditures and reconciliations.

### Knowledge

*Must possess required knowledge and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.*

#### **Required**

- Methods of documenting and tracking expenditures and reconciliations.
- Familiarity with production and functions equipment used in duplication services.
- Practices, principles, and technology of copying and duplication processes.

### Skills

*Must possess required skills and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.*

#### **Required**

- Effective interaction with customers, discussing duplication capabilities, negotiating due dates and production time frames, and job request details.
- Operating and maintaining copying, duplicating, printing and binding equipment.
- Adapting to changing work priorities.
- Maintaining an established work schedule.
- Effectively using interpersonal and communications skills including tact and diplomacy.
- Effectively using organizational and planning skills, including attention to detail and follow-through.

- Maintaining confidentiality of work related information and materials.
- Establishing and maintaining effective working relationships
- Understanding and following instructions precisely.

### **Computer Skills**

#### ***Required***

- Demonstrated proficiency using standard office software applications.

### **Physical Requirements**

#### ***Required***

- Work is routinely performed in indoor production environment.
- Lifting and moving of objects weighing 50 pounds or more.
- Subject to standing, walking, sitting, bending, reaching, kneeling, pushing and pulling, climbing, stooping, and manual dexterity.

### **Work Experience**

#### ***Required***

- One year work experience in duplication service operations, or print shop operations.

#### ***Preferred***

- Two or more years related work experience.

### **Education**

#### ***Required***

- High school diploma or educational equivalent.

### **Safety**

#### ***Required***

- Work safely and follow safety rules. Report unsafe working conditions and behavior. Take reasonable and prudent actions to prevent others from engaging in unsafe practices.