

COORDINATOR, PRINTING SERVICES

DEFINITION

Under general supervision, plans, organizes, and coordinates the development and implementation of all programs and services of the Printing Services unit, including the performance of a variety of tasks involving reprographic processes which utilize both offset and direct contact duplicating equipment and various types of bindery equipment capable of reproducing printed material for District divisions, departments, faculty and staff.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Director, Purchasing, Printing, and Mail Services. Exercises technical and functional direction over and provides training to assigned staff.

CLASS CHARACTERISTICS

This is a coordinator classification responsible for planning, organizing, and coordinating Printing Services programs, services, and activities. Incumbents at this level are required to be fully trained in all procedures related to the assigned area(s) of responsibility, working with a high degree of independent judgment, tact, and initiative. This class is distinguished from the Director, Academic Computing and Infrastructure in that the latter oversees multiple work units and has ultimate responsibility for organizing, assigning, supervising, and reviewing the work of all staff involved in all work unit's operations.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

1. Plans, organizes, and coordinates the work of support staff in the Printing Services unit; assists in establishing schedules and methods for providing program services, and activities; recommends improvements or modifications; assists in developing and implementing procedures and policies.
2. Provides training, orientation, and guidance to assigned staff; prepares weekly and daily schedules; reviews and controls quality of work.
3. Monitors activities of the Printing Services unit; recommends improvements and modifications on operations and activities.
4. Recommends and implements goals, objectives, policies, and procedures, and makes changes according to applicable District standards, copyright rules, and federal rules and regulations.
5. Determines and recommends equipment, materials, and staffing needs to maintain efficient and effective operations with appropriate justifications; prepares detailed cost estimates; maintains a variety of records and prepares routine reports of work performance.
6. Sets up and operates a wide variety of reprographics machines and related equipment to produce bulletins, brochures, booklets, forms, letters, postcards, transparencies, book covers, and instructional materials.

7. Operates bindery equipment and performs related tasks including cutting, three hole drilling, off-line stapling, paper jogging, folding, padding, and/or saddle stitching to complete the job according to customer specifications.
8. Receives, reviews, and prioritizes work orders; scans and submits jobs for daily printing; releases user submitted print jobs via the web; plans, schedules, and completes assignments in compliance with standards of work production; expedites emergency jobs.
9. Communicates with faculty, staff, and administrators to clarify work requests and define project requirements and expectations.
10. Compiles customer feedback to be used to adjust operations to best meet customer expectations.
11. Oversees and performs preventive maintenance and minor repairs and adjustments to equipment; arranges for equipment repairs with service technicians and vendors; maintains records of work performed, supplies used, and vendor jobs; makes necessary adjustments to equipment for the most efficient performance.
12. Holds meetings with vendors in order to maintain good working relationships and resolve discrepancies and disputes; obtains quotes for stock and special order items.
13. Prepares completed jobs for pick-up, including the shelving or boxing for jobs too large to fit on the shelves; wraps finished jobs.
14. Completes specialized printing projects comprising large and/or odd sized formats; takes extra steps such as scanning and/or cropping individual pages.
15. Assists customers with the transportation of heavy boxes with use of hand trucks.
16. Picks up and delivers paper from the warehouse; moves stock.
17. Answers phone calls and work towards the resolution of issues.
18. Oversees the organization and cleaning of the print shop and work areas.
19. Promotes an environment of belonging as it relates to diversity, equity, inclusion, social justice, anti-racism, and accessibility.
20. Provides quality customer service when interacting with the public, vendors, students, and College staff, including individuals from minoritized groups.
21. Supports and abides by federal, state, local policies, and Board Policies and Administrative Procedures.
22. Participates on committees, task forces, and special assignments, including, but not limited to Screening and Selection Committees and mandated trainings as required.
23. Prepares and delivers oral presentations related to assigned areas as required.
24. Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
25. Performs other related duties as assigned.

QUALIFICATIONS

Knowledge of:

1. Principles and practices of supporting a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
2. Basic principles and practices of providing technical and functional direction and training to assigned staff.
3. Copyright rules and regulations.
4. Principles and procedures of record keeping and report preparation.

5. Standard methods, materials, tools, and equipment used in a comprehensive print shop.
6. Principles and techniques of graphic design, page layout, and image editing used in commercial reproduction.
7. Operations and care of equipment used in the course of work.
8. Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
9. Standard office practices and procedures, including the use of standard office equipment, basic record-keeping, and arithmetic.
10. Safe work practices.
11. Techniques for providing a high level of customer service by effectively dealing with the public, vendors, students, and District staff, including individuals of various ages, disabilities, socio-economic and ethnic groups.

Skills & Abilities to:

1. Advocate for and communicate the College's vision and commitment to creating a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
2. Participate in addressing gaps in diversity, equity, inclusion, social justice, anti-racism, and accessibility in the recruitment and retention of staff.
3. Participate in providing resources and support towards the goal of a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
4. Plan, schedule, assign, and oversee activities of assigned personnel.
5. Inspect the work of others and maintain established quality control standards.
6. Train others in proper and safe work procedures.
7. Identify and implement effective course of action to complete assigned work.
8. Supervise, select, train, motivate, and evaluate the work of staff.
9. Collect, interpret, summarize, and present information in an effective manner.
10. Interpret, apply, and explain applicable federal, state, and local policies, procedures, laws, and regulations.
11. Operate various equipment and tools such as a paper cutter, folders, drills, binding, and related equipment.
12. Select proper color, size, and weight of paper, and proper inks for each project.
13. Perform basic preventative maintenance of equipment and tools.
14. Understand and follow written and verbal directions, instructions, and safety rules and procedures.
15. Maintain accurate logs, records, and basic written records of work performed.
16. Interpret, apply, explain, and ensure compliance with applicable federal, state, and local policies, procedures, laws, and regulations.
17. Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
18. Operate modern office equipment including computer equipment and specialized software applications programs.
19. Understand scope of authority in making independent decisions.
20. Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures.

21. Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

1. Equivalent to the completion of the twelfth (12th) grade; and
2. Five (5) years of experience working with reprographics equipment, such as production level digital presses, including two (2) years of lead or supervisory experience.
 - a. Completion of college-level coursework at a regionally accredited college or technical training in graphic communications/production, visual communications, or a closely related printing technology field is desirable and could substitute for up to two (2) years of experience.

Desirable Qualifications:

1. Experience working with policies and procedures relating to diversity, equity, inclusion, social justice, anti-racism, and accessibility preferably in a minority serving institution such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institution (AANAPISI); OR
2. Experience with participation in programs relating to diversity, equity, inclusion, social justice, anti-racism, and accessibility preferably in a minority serving institution such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institution (AANAPISI).

Licenses and Certifications:

The incumbent may periodically be required to travel to a variety of locations. If operating a vehicle, employees must have the ability to secure and maintain a valid California driver's license.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting containing large reprographic machines and use specialized equipment, including copy machines, office computers, paper cutter and folder, paper drill, heavy duty stitcher and stapler, laminator, shrink wrapper and heat gun. This is an office classification 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. Incumbents in this classification stand, bend, stoop, kneel, and reach to operate the machinery and handle print jobs. Incumbents should 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, and occasionally heavier weights with the use of proper equipment.

ENVIRONMENTAL ELEMENTS

Incumbents work in an office 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. Incumbents may interact with staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

Amended: 7/2023