

CAMPUS SUPPORT SERVICE TECHNICIAN
(REPROGRAPHICS/MAIL CLERK/SWITCHBOARD OPERATOR)

DEFINITION:

Under general supervision, to provide centralized reprographics services incoming and outgoing mail to College faculty, staff and students; to plan production in response to volume and deadlines; to maintain equipment in proper working order; to maintain a sufficient inventory of supplies and materials; and to perform related duties as assigned.

ESSENTIAL DUTIES: The following duties are typical of those performed by employees in this job title; however, employees may perform other related duties, and not all duties listed are necessarily performed by each employee in the job title.

- Reviews duplicating orders arriving by mail, phone and email and estimates completion time considering size, complexity and competing projects;
- Plans daily work schedule to accommodate work volume and deadlines;
- Operates digital copying machines, maintains their operating condition, makes minor adjustments and repairs, and decides when to contact technician for repair or instruction;
- Operates paper cutter, folder, drill, binding machine and stapler to make booklets; and operates a pad to glue various types and sizes of paper;
- Establishes standards for submitting orders such as amount of advance notice required and information that must be included;
- Resolves workload conflicts with an understanding of what jobs generally take priority over others;
- Prepares course materials to be sold in campus bookstore, ensuring compliance with copyright procedures, completes and records information and prepares purchase orders for billing;
- Ensures the security of work produced such as by wrapping confidential and thesis materials and ensuring the proper person pick up completed work;
- Drives a vehicle to deliver large orders to campus locations;
- Maintains inventory of supplies required to run the department;
- Purchases supplies and materials within established budget, shopping for price and quality;
- Reviews all work completed.

QUALIFICATIONS:

Qualities and uses of various types of paper stock and inks.

Function, operation and maintenance of duplicating equipment.

Basic use of personal computer including communications, word processing and spreadsheets.

Office organization and record keeping.

Skill in:

Providing excellent customer service including negotiating customer requests, resolving conflicting deadlines and working effectively with persons of diverse backgrounds.

Operating reprographic equipment including copiers and machines used for collating, folding, binding, trimming, stapling and print production processes.

Basic math for calculating orders for materials based on size and complexity of projects.

Referring to and reading operating manuals to learn features and techniques of equipment use.

Maintaining records and preparing reports.

Other Requirements

Must possess a valid California driver's license and have a satisfactory driving record.

ILLUSTRATIVE EDUCATION AND EXPERIENCE: A typical way to obtain the above knowledge and skill is a combination of education and experience equivalent to:

Two years of experience in a busy, high volume reprographic center. Formal or informal training in office procedures, record keeping and basic business math.

PHYSICAL CHARACTERISTICS : The physical abilities involved in the performance of essential duties are:

Sight to view materials, read text and computer screens and drive a vehicle; color vision to select and match colored paper; hearing and speech to communicate with customers, clarify orders, explain processes and troubleshoot equipment problems; smell to detect toxic fumes, overheating equipment and fire danger; manual dexterity to operate machines and handle materials; lifting up to 50 pounds to store and deliver supplies and materials; mobility and flexibility to operate and