



| TITLE   | CLASSIFICATION | SALARY GRADE/ASSIGNMENT |
|---|----------------|-------------------------|
| COPY CENTER SPECIALIST                                  | CLASSIFIED     | GRADE: L<br>MONTHS:     |
| BOARD POLICY REFERENCE: 2006/2007 Classification Review |                | Board Approved: 06/07   |

**JOB DESCRIPTION:**

Under general direction, coordinate all activities in the Copy Center; oversee all aspects of production and customer service; maintain high volume xerographic equipment; serve as lead worker to other classified staff in the area; supervise student assistants; and perform related work as required.

**SCOPE:**

The Copy Center Specialist ensures the timely and accurate reproduction of printed materials; advises, coordinates and prioritizes production of work orders, reviews copyright materials and distributes work assignments to employees; maintains accurate and complete department billing records; determines equipment repair schedule; maintains supply inventory and resolves staff and customer service issues for the Copy Center.

**KEY DUTIES AND RESPONSIBILITIES:**

*Examples of key duties are interpreted as being descriptive and not restrictive in nature.*

1. Acts as primary customer services contact for Copy Center explains policies and procedures and resolves issues related to Copy Center services.
2. Develops and implements procedures for Copy Center; provides input on changes in departmental policies, procedures, pricing policies and equipment acquisition.
3. Responsible for oversight of instructional and administrative materials produced at Copy Center; oversees billing for Copy Center services; ensures quality control for completed orders.
4. Responsible for compliance with applicable copyright laws; screens material presented for copying to assure compliance.
5. Coordinates all work order requests for Copy Center, including bookstore orders and work completed during evening and off-hours; schedules and prioritizes work assignments among Copy Center staff.
6. Advises and coordinates projects with faculty and staff on production and copyright issues.
7. Processes departmental billing including charge backs and student fee-base; maintains records and spreadsheets; provides monthly reports to Accounting Office; coordinates with Accounting personnel to ensure up-to-date budget code information.
8. Routes work orders to appropriate multi-campus departmental locations.
9. Coordinates intra-departmental work flow with Graphics Services personnel.
10. Orders, inventories and maintains supplies.
11. Develops and coordinates paper and plastics recycling programs for work area.

**KEY DUTIES AND RESPONSIBILITIES (CONT):**

12. Acts as Key Operator, identifying equipment problems, performing minor repairs to xerographic equipment or arranging for repair service; operates high volume xerographic equipment as needed
13. Serves as lead worker for other classified staff in the area.
14. Supervises, trains and directs the work of Copy Center student assistants; may supervise short-term, non-continuing employees.

**EMPLOYMENT STANDARDS****ABILITY TO:**

Operate and maintain high volume xerographic and finishing equipment; learn and apply the rules and policies of the Graphics Services Department; learn new procedures and the operation of new equipment quickly; work independently with a minimum of supervision; follow and give oral and written instructions; act as a lead worker to other Classified staff in the area; supervise student assistants maintain effective working relationships; interact with the public in a helpful, courteous and friendly manner; demonstrate sensitivity to, and respect for, a diverse population.

**KNOWLEDGE OF:**

Operation and maintenance of high volume xerographic finishing and offset printing equipment; digital xerographic network systems technology; color xerographic systems; ink, paper stock and chemicals used, their characteristics, uses and limitations; health and safety regulations in relation to the use of equipment and chemicals; operation of personal computer software programs including word processing and spreadsheet tools; effective public relations; principles of office management.

**MINIMUM QUALIFICATIONS:**

*A combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

*Education:*

Graduation from high school. An associate's degree is preferred.

*Experience:*

Four years experience operating various high volume xerographic and finishing equipment, including at least one year of supervisory experience.

**SPECIAL REQUIREMENTS:**

Must be able to perform physical activities, such as, but not limited to, lifting, bending, standing, climbing or walking. Must be able to work safely in an environment containing chemicals, toner dust, vapors, and high noise levels using personal protective safety measures.