

COPY CENTER OPERATOR

BASIC FUNCTION

Performs a diverse range of tasks involving customer service and the operation of duplicating equipment within the print shop; receives, reviews, and processes copy requests from departments; performs preventive maintenance and minor repairs and adjustments on equipment.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned area supervisor. May provide lead direction to temporary staff and/or student workers.

CLASS CHARACTERISTICS

This classification is responsible for independently operating high-speed reproduction equipment to meet customer requirements and complete document reproduction orders. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the department.

EXAMPLES OF TYPICAL JOB FUNCTIONS

1. Receives and reviews requests for duplication production jobs; greets visitors at the front desk; receives calls and emailed copy requests; reviews and determines optimal method of completing the job; responds to inquiries about the multifunctional copying processes, job layout, and schedules; provides cost information and/or estimates and answers customer questions regarding all aspects of document preparation.
2. Prioritizes and schedules work and adjusts production as required to accommodate customer deadlines and maintain operational efficiency.
3. Prepares complex materials for copying; sets up copiers according to specifications; operates digital high-speed copiers and related equipment used in production duplicating jobs; ensures appropriate copy exposure and size settings.
4. Performs electronic transfer and manipulation functions on the copier, such as revising text, merging text, resizing, screening photos, and deleting, shifting, and cropping images.
5. Ensures quality control of production by proof checking completed copy jobs to make sure all customer specifications are met.
6. Cleans, adjusts, and performs routine maintenance on copier equipment according to prescribed procedures; makes minor repairs and adjustments as necessary; loads supplies; and orders supplies.
7. Prepares and maintains production records and inventory of copier supplies; records job specifications and production costs using computer database or other methods.
8. Assists in sorting and distributing USPS and interdepartmental mail.
9. Maintains an in-depth knowledge of District policies concerning reproduction of printed material.
10. Performs material handling activities such as moving supplies and cases of paper; assists in loading and unloading copiers.
11. Participates in District-provided in-service training programs.
12. Maintains a friendly, supportive atmosphere for students, staff, faculty, and the public.
13. Performs other duties as assigned; specific duties not listed does not exclude them for this classification if the work is similar or related.

QUALIFICATIONS

Knowledge of:

1. Standard methods, materials, tools, and equipment used in the maintenance and care of a document reproduction shop.
2. Operational characteristics of a diverse range of high-speed copiers and related equipment.
3. Methods and techniques of laying out document production jobs.
4. Methods and techniques of troubleshooting and diagnosing routine equipment malfunctions.
5. Principles and practices of customer service.
6. Standard office practices and procedures.
7. Record keeping practices.
8. Business arithmetic.
9. Safe work practices.

Ability to:

1. Operate a diverse range of high-speed copy equipment and peripheral devices.
2. Estimate costs for production jobs.
3. Prioritize and schedule production jobs.
4. Demonstrate effective customer service skills.
5. Perform quality control to ensure compliance with customer specifications.
6. Follow mandated regulations in the handling and disposal of hazardous material.
7. Clean, adjust, and perform routine maintenance on copier equipment.
8. Understand and follow oral and written instructions.
9. Maintain accurate logs, records, and basic written reports of work performed.
10. Effectively use computer systems, software applications relevant to work performed, and business equipment to perform a variety of work tasks.
11. Communicate effectively in the course of performing work tasks.
12. Establish, maintain, and foster effective working relationships with those contacted in the course of work.
13. Demonstrate clear evidence of sensitivity and understanding of the diverse academic, socio-economic, disability, and ethnic backgrounds of students, staff, and the community.
14. Provide efficient, high-level customer service to the public, vendors, contractors, and District personnel.

Education and Experience:

Equivalent to completion of the twelfth (12th) grade and two (2) years of experience operating high-speed copier equipment; or an equivalent combination of education, training, and/or experience.

Licenses and Certifications:

None.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office and printshop setting containing large reprographic machines and use specialized equipment. This classification primarily works in an office 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. Employees in this classification stand, bend, stoop, kneel, and reach to operate the machinery and handle print jobs. Employees must possess the manual dexterity needed to perform fine maintenance procedures, and the ability to lift, carry, push, and pull materials and objects up to 50 pounds with the use of proper equipment and/or assistance from staff.

The essential functions of this classification must be performed by the incumbents with or without reasonable accommodations.

ENVIRONMENTAL CONDITIONS

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