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REPROGRAPHICS SPECIALIST

DEFINITION

Performs mailing/shipping duties, reprographic/bindery duties, routine maintenance duties on assigned equipment, computer and filing duties and routine office support; provides information, and directs questions to the appropriate staff; performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory or managerial personnel. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

Under general supervision, incumbents perform work such as mailroom duties, operating, maintaining and troubleshooting copiers and related bindery equipment, document preparation, file maintenance, data entry, routine office support and directing questions to the appropriate staff. Employees will have experience working with and performing routine maintenance on, and troubleshooting, postal equipment, copiers and bindery equipment.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Sorts, processes, meters, posts and mails outgoing mail on commercial postal equipment according to postal and specialty service regulations and procedures. Pick up and delivers mail from and to the local Post Office. Sorts, opens and distributes mail.
- Coordinates UPS and Federal Express mailings for departments. Identifies optimum shipping options given timing, insurance, package size/weight and related delivery considerations. Processes shipping charges.
- Coordinates/maintains replenishment of postage balance on the city's meter.
- Maintains records and logs to track mail center activities; prepares summary reports; maintains mailroom procedures manual.
- Researches and interprets USPS and UPS regulations and periodic changes to ensure compliance as well as service optimization.
- Operates high-volume, commercial color and black and white copiers to reproduce requested documents; determines schedules for the reproduction of documents based on job complexity, volume, time allocated, availability of paper supplies and priority; completes reproduction jobs consistent with established schedules and delivers products to internal customers by specified dates and times. Performs routine preventive maintenance on equipment.

- Operates bindery equipment including folder, paper punch, comb binder, spiral binder, saddle stitch stapler and commercial stack cutter to complete reprographic requests; performs routine preventive maintenance on equipment. Programs reprographic jobs manually at the copiers and remotely from a computer when electronic files are supplied.
- Performs a variety of routine office administrative duties to support departmental/divisional operations, including filing, preparing records, cashiering duties, and ordering and maintaining office and other related supplies; places service calls to vendors.
- Collects and enters data for reports, including copier usage statistics.
- Operates a variety of standard office equipment, including job-related computer hardware and software applications; may operate other department-specific equipment.
- Maintains accurate records of work performed.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Mailroom equipment, processes, postal and shipping regulations and procedures.
- Reprographic and bindery equipment and processes.
- Modern office administrative support practices and procedures, including the use of standard office and computer equipment.
- Applicable policies, technical processes, and procedures related to the department to which assigned.
- Basic business arithmetic and statistical techniques.
- Record keeping principles and procedures.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service to City staff, in person and over the telephone.

Ability to:

- Operate postal equipment, copiers and bindery equipment.
- Maintain and perform troubleshooting and basic repairs on selected office equipment.
- Maintain inventory of assigned supplies in division;
- Perform standard office administrative support work with accuracy and sufficient speed.
- Learn and understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.
- Learn, correctly interpret, and apply the policies and procedures of the function to which assigned.
- Understand and apply postal and shipping regulations and specifications for domestic and international shipping
- Make accurate arithmetic computations.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Establish and maintain a variety of filing, record-keeping, and tracking systems.
- Organize and prioritize a variety of multiple tasks in an effective and timely manner.
- Operate and maintain modern office equipment, including computer equipment and specialized software applications programs.
- Understand and follow oral and written instructions.
- Comprehend and use English effectively including producing all forms of communication in a clear, concise, and understandable manner to intended audiences.
- Use tact, initiative, and prudence within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and harmonious 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:

Equivalent to the completion of the twelfth (12th) grade and one (1) year of experience working with, performing routine maintenance on and troubleshooting postal equipment, copiers and bindery equipment.

LICENSES AND CERTIFICATIONS:

- Required to possess or have the ability to obtain, a valid Driver's License by time of appointment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone; required to operate a motor vehicle and to visit various City sites. This is an office classification which may require standing in work areas and walking between work areas. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Incumbents in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 25 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public.