

**CLARKSVILLE-MONTGOMERY COUNTY SCHOOL SYSTEM  
CLARKSVILLE, TENNESSEE  
JOB DESCRIPTION**

**Job Title:** Copy Center Coordinator**Department:** Central Office

**Grade** H  
**H.P.D.** 8  
**D.P.Y.** 260

**Job Description****Date Reviewed:** October 2022**Reports To:** Director of Communications and Marketing**Purpose of Job**

The purpose of this job is to manage, coordinate and perform all functions of the district's high-volume Copy Center, including organizing job orders and preparing copy for reproduction; adjusting and operating advanced, high-volume copiers to perform functions such as reductions, two-sided copying, booklets, binders, and multi-page pamphlets, large format banners and wide-format designs, and collating by sets and stacks; operating a variety of minor bindery equipment such as collators, staplers, drills, folders, and joggers; performing routine maintenance of equipment such as cleaning, changing blades, refilling ink developer and toner, adding fuser agents, and clearing paper jams.

**Essential Duties and Responsibilities**

**The following duties are normal for this job. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.**

**Copy Center**

- Coordinates all work order requests for Copy Center; schedules and prioritizes work assignments so all jobs are completed on time and within requested or needed specifications.
- Acts as primary customer service contact for Copy Center. Engages with customers to gather job requirements, provides guidance and expertise on print projects, and translates customer requirements into detailed manufactured products in a timely manner.
- Maintains accurate records of all copy center projects, using data from the work order system to anticipate, analyze and prepare production schedules and timelines.
- Maintains manual and electronic documents, files, and records.
- Coordinates intra-departmental workflow with Community Relations Director, Digital Design and Communications Specialist, and Graphic Designer.
- Ensures that the Copy Center maintains a sufficient stock of supplies to meet anticipated customer demands, by managing the on-hand inventory of paper products and supplies through daily spot checks of stocks and ordering sufficient stock in advance of the date required for use.
- Utilizes Adobe Creative Suite and digital printing software for project management and variable data printing.
- Prepares print jobs to specification (e.g. copiers, binders, packet preparation, etc.) for the purpose of providing materials needed by school personnel for instruction, conferences, special events and meetings.

- Provides high-quality customer service, conferring with customers throughout production to keep them informed of the status of jobs and coordinate changes to jobs.
- Assembling of district budget and other key district documents, which includes but is not limited to pagination, layout, specified blank paper insertion, collating pages by hand to match customer specifications for printing and spiral combing for completion of finished product.
- Scheduling deadline dates for benchmark tests and forwarding to testing coordinator and consulting teachers. Collect numerical data and organize and notate totals per subject, per grade, per school.
- Serves as the liaison between CMCSS Print Shop and vendors, suppliers, or representatives from outside companies. Establishes and maintains positive relationships with third-party vendors to organize and maintain all machinery, supplies, and equipment in the Copy Center.
- Oversees design, printing, and distribution of envelopes, stationery, and business cards to meet on-demand orders for each school and department.
- Responsible for preflight and quality check of artwork files prior to releasing the jobs for print production. Provides customer care when necessary to troubleshoot design issues and provides solutions for printing.
- Use graphic tools and chemicals safely, including but not limited to: UV inks, cleaning solvents, precision or utility knife, cutters, computerized graphic cutting device, metal straight edge, measuring tape, transfer tape, lighter fluid, torches, rubbing alcohol, and other materials related to the production of graphics
- Coordinates district-wide summer printing needs, including development and distribution of order forms, collecting return data, compiling totals for printing, transferring numbers to individual form sheets, printing orders, organizing orders for shipment, and coordinating with the warehouse to ship orders.
- Establishes quantitative and qualitative metrics, guidelines, and standards by which the company's efficiency and effectiveness can be evaluated; identifies opportunities for improvement
- Prepares layout, typesetting and design using Adobe Creative Suite software for letterhead, envelopes, business cards, and other templates as requested.
- Ensures that the Copy Center consistently produces a quality product by implementing appropriate quality control standards for copy layout, document preparation for copying, alignment legibility, and control of copy density.
- Maintain knowledge of the operation and best practices for the following types of equipment: black and white copier, color copier, envelope printer, desktop graphic arts printers, laminator, PC and Macintosh computers, large-format poster plotter, booklet maker, folding machine, spiral comb machine, book stitcher, and industrial cutter.
- Sets up and/or performs intricate cutting on the industrial cutter by making calculations and necessary adjustments to the machine.
- Perform a variety of cutting and mounting techniques for final presentation of printed material.
- Operate adhesive application system and other adhesives to mount photos, posters and various printed media.
- Sets up and/or operates complicated and involved photocopying machine processes.
- Create name plates and signs using sign-making equipment.
- Lead design and production meetings when necessary with customers.
- Performs various bindery operations including, but not limited to, folding, cutting, bookbinding, padding, laminating, spiral combing and NCR adhesive technique.
- Maintains copy center equipment; ordering supplies specific to each machine and arranges for repair service as required; performs minor repairs and preventative maintenance on equipment as needed.

- Maintains professional and technical knowledge through self-directed professional reading, attending professional development courses, and attending training and/or courses required by the Director of Communications and Marketing.
- Delivers completed printed products for the purpose of making the product available to the customer, via dolly or cart for in-house delivery and through packaging, shipping, and receiving system through the loading dock.
- Maintains overall cleanliness of copy center.
- Maintains and purges warehouse of outdated materials and printed items.
- Assists Director of Communications and Marketing with long-range operating goals, expansion efforts, and implementation of new and advanced technology.

### **Front Desk Support (Backup)**

- Answers telephone and provides information; greets public and serves as liaison between parents, community members, students, teachers and Central Administration.
- Knowledgeably directs phone calls or individuals to appropriate staff member.
- Provides pertinent information to public as requested to best of employee's ability; refers others to appropriate staff.
- Processes transcript requests.
- Processes graduation verification.
- Maintains and updates student records, both graduates and non-graduates.
- Maintains end of year records of student files sent from schools.
- Assists guidance counselors with research on former students.
- Performs copying, collating, distribution of district materials as requested.
- Assists with various projects within Communication Department and Education Foundation.
- Assists Human Resources by receiving and copying documentation for outside applicants.
- Assists Human Resources in the distribution of teacher salary advancement checks and tuition discount forms.
- Assist Human Resources with OPAC testing and SAFETY training sign in sheets.
- Collect documentation and maintain file at front desk for Human Resources, Benefits and Student Services.
- Assists Human Resources by accepting documentation for transfers.
- Responds to requests for bus and zoning information.
- Assists employees with meeting room reservations and updates.
- General knowledge of day-to-day activities and upcoming events of CMCSS.
- Responds to public calls in emergency or weather-related situations, under direction of the Chief Communications Officer or designee, or the Director of Schools or designee.
- Directs public to appropriate offices.
- Assists in coordinating general office procedures; prepares, types, and files reports and office correspondence as requested by supervisor.
- Sorts and distributes mail; faxes; notifies appropriate staff when a visitor arrives.
- Verifies, collects fee and ensures proper documentation and signatures are obtained for the release of transcripts.
- Process and seal transcripts request, mail, fax or hand-deliver to student, university or institution.
- Maintain a daily log of transactions.
- Verifies student debts before releasing transcripts and distributes monies to appropriate location.
- Verifies attendance, graduation dates and provides transcript to Human Resources for employees undergoing initial hire.
- Provides sensitive information to State, Local and Federal Agencies.

- Prepares and/or generates routine correspondence, letters, memoranda, forms, reports, and documents via computer.
- Answers the telephone; provides information, and takes and relays messages and/or directs calls to appropriate personnel; returns calls when necessary.
- Greets visitors, ascertains nature of business, assists and/or directs visitors to appropriate person.
- Responds to routine requests or information or assistance from officials, members of the staff, the public or other individuals.
- Responsible for purging archive student records.
- Maintain security of copy center, historical and archive records storage.
- Transfers data to archive for storage and future retrieval.
- Maintain security of Main Lobby with entrance access.

### **Additional Job Functions**

Performs other duties as required.

### **Minimum Training and Experience Required to Perform Essential Job Functions**

High School Diploma (or equivalent), with 3 or more years of experience, 5 or more years preferred, in operating digital, high-speed monochrome and color copier equipment and related copy production equipment, technology, and software in a high-volume setting; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job. Experience with Adobe Creative Suite, Fiery Command Workstation, wide-format printing, and bindery is preferred.

### **KNOWLEDGE OF JOB**

Knowledge of Word, Excel, InDesign, IDville Clearlock, Fiery Command Station (including impose feature), IQue system, Adobe Acrobat, and Photoshop. Is able to manage and prioritize multiple tasks in a high volume, fast-paced environment to deliver high-quality products and meet deadlines. Has the ability to proofread and discern details, such as centering and margins, to ensure a quality product is delivered to the customer. Has knowledge of pagination, imposing techniques, collation, orientation, folding (bi-,tri-, z-, etc.), and paper feeding techniques. Has knowledge of various binding methods such as gluing, stapling, spiral combing, stitching, etc. Ability to manage inventory, including product selection, bidding, and purchasing. Knowledge of the operation and best practices of various types of equipment, including, but not limited to, black and white copier, color copier, envelope printer, desktop graphic arts printers, laminator, PC and Macintosh computers, large-format poster plotter, booklet maker, folding machine, spiral comb machine and book stitcher. Has general knowledge of the policies, procedures, and activities of the School System and Central Office practices as they pertain to the performance of duties relating to the job of Copy Center Coordinator. Has general knowledge of practices as necessary in the completion of daily responsibilities. Knows how to develop and administer operations and staff plans and objectives for the expedience and effectiveness of specific duties of the department. Knows how to keep abreast of any changes in policy, methods, computer operations, equipment needs, etc. as they pertain to departmental operations and activities. Is able to effectively communicate and interact with supervisors, members of the general public and all other groups involved in the activities of the department. Is able to assemble information and make written reports and documents in a concise, clear and effective manner. Has good organizational, human relations, and technical skills. Is able to use independent judgment and work with little direct supervision when necessary. Has the ability to comprehend, interpret, and apply regulations, procedures, and related information. Has comprehensive knowledge of the terminology,

principles, and methods utilized within the department. Has the mathematical ability to handle advanced calculations.

**(ADA) MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS**

**PHYSICAL REQUIREMENTS:** Must be physically able to operate a variety of automated office machines and equipment which includes a computer, printer, copy machine, calculator, telephone/switchboard, etc. Must be able to use body members to work, move or carry objects or materials. Must be able to exert up to twenty pounds of force occasionally, and/or up to ten pounds of force frequently. Physical demand requirements are at levels of those for active work. .

**DATA CONCEPTION:** Requires the ability to compare and or judge the readily observable functional, technical, structural, or compositional characteristics (whether similar to or divergent from obvious standards) of data, people, or things.

**INTERPERSONAL COMMUNICATION:** Requires the ability of speaking and/or signaling people to convey or exchange administrative information. Includes giving assignments and/or directions to co-workers or assistants.

**LANGUAGE ABILITY:** Requires the ability to read a variety of informational documentation, directions, instructions, and methods and procedures related to the job of Copy Center Coordinator. Requires the ability to write reports with proper format, punctuation, spelling and grammar, using all parts of speech. Requires the ability to speak with and before others with poise, voice control, and confidence using correct English and a well-modulated voice.

**INTELLIGENCE:** Requires the ability to learn and understand relatively basic principles and techniques; to make independent judgments in absence of supervision; to acquire knowledge of topics related to the job of Copy Center Coordinator.

**VERBAL APTITUDE:** Requires the ability to record and deliver information to supervisors and officials; to explain procedures and policies; and to follow verbal and written instructions, guidelines and objectives.

**NUMERICAL APTITUDE:** Requires the ability to utilize mathematical formulas; add and subtract totals; multiply and divide; determine percentages; determine time and weight; and utilize statistical inference.

**FORM/SPATIAL APTITUDE:** Requires the ability to inspect items for proper length, width, and shape, visually with office equipment.

**MOTOR COORDINATION:** Requires the ability to coordinate hands and eyes in using automated office equipment.

**MANUAL DEXTERITY:** Requires the ability to handle a variety of items, office equipment, control knobs, switches, etc. Must have the ability to use one hand for twisting or turning motion while coordinating other hand with different activities. Must have average levels of eye/hand/foot coordination.

**COLOR DISCRIMINATION:** Requires the ability to differentiate colors and shades of color.

**INTERPERSONAL TEMPERAMENT:** Requires the ability to deal with people (i.e. staff, supervisors, general public, and officials) beyond giving and receiving instructions such as in interpreting departmental policies and procedures. Must be adaptable to performing under occasionally high pressure and stress when confronted with an emergency related to sharing information affecting CMCSS and/or

other areas within the scope of the job of Copy Center Coordinator.

**PHYSICAL COMMUNICATION:** Requires the ability to talk and/or hear: (talking - expressing or exchanging ideas by means of spoken words). (Hearing - perceiving nature of sounds by ear).

**ATTENDANCE:** A regular and dependable level of attendance is an essential function for this position.

The Clarksville-Montgomery County School System is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the school system may provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer. Signatures below indicate the receipt and review of this job description by the employee assigned to the job and the immediate supervisor.

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**Employee's Signature**

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**Supervisor's Signature**

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**Employee's Munis Number**

\_\_\_\_\_  
**Date**

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**Date**