

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

Job Title: Copy Center Specialist

Department: Communications

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

Job Description

Date Reviewed: June 2023

Reports To: Director of Communications
and Marketing

Purpose of Job

The purpose of this job is to 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. This position supports the Copy Center Coordinator design revision, customer service, and high-quality production of all district-related printing needs.

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.

Supports the Copy Center Coordinator on all 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.

Meets the customer's copy product needs by being thoroughly knowledgeable of various copy products available in the Copy Center, discussing the customer's copy product needs, providing options to satisfy those needs, and delivering the copy product as requested.

Maintains accurate records of all copy center projects, using data from the work order system to anticipate, analyze and prepare production schedules and timelines. Organizing print timelines and communicating with customers work order progress.

Maintains manual and electronic documents, files, and records.

Coordinates with the Digital Design and Content Specialist and the Marketing and Communications Specialist regarding graphic design updates.

Ensures that the Copy Center maintains 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 the 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 the finished product.

Manage time effectively to coordinate long-term and deadline-driven projects so all customers receive their materials in a timely fashion.

Assists with the 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.

Assists 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, laminators, PC and Macintosh

computers, large-format poster plotters, booklet makers, folding machines, spiral comb machine, book stitcher, and industrial cutters.

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.

Performs various bindery operations including, but not limited to, folding, cutting, bookbinding, padding, laminating, spiral combing, and NCR adhesive technique.

Maintains copy center equipment; orders 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 systems through the loading dock.

Maintains the overall cleanliness of copy center.

Maintains and purges warehouse of outdated materials and printed items.

Front Desk Support

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.

Assists Human Resources by receiving and copying documentation for outside applicants.

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.

General knowledge of day-to-day activities and upcoming events of CMCSS.

Maintain a daily log of transactions.

Provides sensitive information to State, Local and Federal Agencies.

Greets visitors, ascertains nature of business, assists and/or directs visitors to appropriate person.

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 three or more years of experience in; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

KNOWLEDGE OF JOB

Knowledge of Word, Excel, InDesign, Fiery Command Station (including impose feature), IQue system, Adobe Acrobat, and Photoshop. 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 copiers, color copiers, envelope printers, desktop graphic arts printers, laminators, PC and Macintosh computers, large-format poster plotters, 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. 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.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

REQUIRED SKILLS, ABILITIES AND PHYSICAL REQUIREMENTS:

- Must be able to do occasional lifting, carrying, pushing and/or pulling of up to 20 pounds, standing, sitting, walking, bending, stooping or kneeling;
- Must be able to traverse school facility;
- Must have significant fine finger dexterity;
- Must be able to operate standard office equipment including pertinent and required software applications;
- Must possess excellent language skills (verbal and written) requiring the ability to read informational documentation, directions, instructions, policies and procedures related to this job, requiring the ability to give assignments and/or directions to co-workers, assistants, supervisors, students and parents/guardians, requiring the ability to deliver verbal and written communications in English language;
- Must possess excellent interpersonal skills with ability to interact with people (staff, supervisors, parents/guardians, students) and maintain professionalism and tact in all situations, including emergent ones, must be able to maintain constructive relationships;
- Must possess excellent organizational skills and attention to detail;
- Must be able to perform multiple, highly complex, technical tasks with periodic need to enhance skills in order to meet changing job conditions.
- Must be able to apply assessment instruments and analyze data and possess problem-solving skills.
- Must be able to make independent judgments in absence of supervision.

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

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

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.

Employee's Signature

Supervisor's Signature

Employee's Munis Number

Date

Date