

I. DESCRIPTION OF WORK

Positions in this banded class perform skilled work in print/document operations in order to produce a variety of printed materials. Positions may function in pre-press, press/digital, and/or post-press/bindery areas. Positions assigned to the pre-press area prepare copy for printing. Positions assigned to the press area operate one or more pieces of equipment used for different printing functions or to print specific sized products. Positions in the post-press area perform finishing work such as folding, binding, stitching, drilling, collating, and related tasks, most of which is accomplished with equipment. Positions may use conventional or digital techniques and equipment. Work may require use of electronic equipment and software applications to perform printing functions. Work involves varying levels of quality control measurements, tools, and equipment. Positions perform related maintenance tasks on printing equipment. Positions may include estimating, customer service, mailroom, warehouse, or supply room responsibilities.

II. ROLE DESCRIPTIONS BY COMPETENCY LEVEL

Contributing	Journey	Advanced
<p>Positions at this level generally perform handwork or operate routine office, bindery, or mailroom equipment. Positions may operate automated equipment to perform standardized tasks to process a variety of print and copy materials. Positions function with close supervision. Work may require customer contact.</p>	<p>Positions at this level operate an offset press, advanced digital copier equipment, electronic graphic design and workflow equipment, or the most complex bindery equipment. Assignments are usually non-routine or complex, and require accuracy with close registration. Positions may require technical advisory meetings with customers. Work may involve routine job pricing at the customer service level. Positions may train other employees to operate one or more pieces of equipment. Work requires standard troubleshooting skills. Positions function with general supervision.</p>	<p>Positions at this level perform technical preparation work, operate a large offset/digital press, or produce detailed cost estimates for printing jobs. Assignments are most complex, utilizing specialized software or requiring tight registration. Positions require the ability to use all job related equipment in a complex shop. Work requires advanced troubleshooting and quality control skills. Positions may train other employees to operate any of the equipment or may function as lead worker. Positions function with minimal supervision.</p>

III. COMPETENCIES

Competency	Definition
Knowledge - Technical	Technical knowledge and skill in printing.
Equipment Operation	Knowledge of appropriate procedures for using, and ability to use specific equipment or machines to meet defined quality and quantity standards.
Problem Solving	Ability to identify problems, determine possible solutions, and actively work to resolve the issues.
Attention to Detail	Ability to accomplish tasks and processes accurately and completely.
Customer Service	Ability to develop and maintain strong relationships with clients or customers by listening to the client/customer and understanding and responding to identified needs.
Safety and Health Compliance	Ability to demonstrate an understanding of applicable policies and procedure. Ability to maintain conditions that ensure a healthy and safe working environment.

Note: Not all competencies apply to every position/employee; evaluate only those that apply. Competency statements are progressive.

IV. COMPETENCY STATEMENTS BY LEVEL

Knowledge – Technical

Technical knowledge and skill in printing.

Contributing	Journey	Advanced
Basic knowledge of printing/copier principles and standardized procedures to perform a limited variety of recurring and related tasks /functions. Knowledge of State, Federal, OSHA, and University laws, rules, policies.	Working knowledge of printing and copying principles, procedures, concepts, and practices to perform a variety of recurring and non-recurring tasks/functions. Working knowledge of printing or digital equipment operation, adjustments, and maintenance. Basic knowledge of graphic arts and related software. Working knowledge of color process printing.	Extensive knowledge of printing, estimating, and or digital copier/ press principles, procedures, concepts, practices, and equipment to perform a variety of specialized tasks/functions and to train others. Skill in performing tight registration work. Skill in troubleshooting, analyzing work, and using specialized software.

Equipment Operation

Knowledge of appropriate procedures for using, and ability to use specific equipment or machines to meet defined quality and quantity standards.

Contributing	Journey	Advanced
<p>Ability to operate simple office and bindery/copier equipment to perform routine office and finishing functions. Ability to operate offset press and peripheral equipment to perform standard/ repetitive print jobs. Ability to set up and make adjustments to equipment according to instructions for material being printed, processed, or completed.</p> <p>Ability to perform simple preventive maintenance, cleaning, and lubrication of equipment.</p> <p>Working knowledge of equipment and operating procedures.</p>	<p>Ability to operate complex bindery equipment. Ability to operate offset press and/or related digital equipment to perform moderately complex jobs with close registration and using a variety of papers, inks, toner, and chemicals.</p> <p>Performs maintenance and minor repairs on equipment.</p> <p>Full knowledge of equipment and operating procedures.</p>	<p>Ability to operate highly specialized equipment to perform complex jobs requiring tight registration.</p> <p>Ability to perform complex maintenance and repairs on equipment. Ability to recognize suspected problems that may not be covered in routine maintenance.</p> <p>Extensive knowledge of equipment and operating procedures.</p> <p>May require advanced knowledge of all equipment specifications and performance abilities in order to plan and price jobs accurately.</p>

Problem Solving

Ability to identify problems, determine possible solutions, and actively work to resolve the issues.

Contributing	Journey	Advanced
<p>Ability to identify and resolve routine problems, referring unusual problems to higher level. May require the ability to resolve equipment problems as outlined in manuals. Ability to quickly manipulate work in response to customer changes.</p>	<p>Ability to identify moderately complex problems. Ability to troubleshoot equipment and make simple repairs. Ability to identify potential problems in various areas of production. Ability to use standard techniques for problem solving.</p>	<p>Ability to anticipate and proactively resolve complex issues. Ability to correctly identify problems or inconsistencies with equipment, materials, and supplies. Ability to serve as technical support for staff. Ability to troubleshoot and research to solve problems in all stages of print and digital production.</p>

Attention to Detail

Ability to accomplish tasks and processes accurately and completely.

Contributing	Journey	Advanced
<p>Ability to follow instructions for assigned tasks. Ability to perform routine or repetitious tasks completely and accurately.</p> <p>Ability to recognize quality printing and constantly perform checks of print job. Ability to compare finished work to what is expected. Ability to seek approval of supervisor based upon complexity of task completed.</p>	<p>Ability to independently perform a wide variety of tasks with complex assignments. Considerable knowledge of equipment and printing/sizing in order to measure and calculate exact and precise requirements for product. Ability to perform close registration/measurement for complex work.</p> <p>Considerable knowledge of quality printing. Ability to independently perform a wide variety of tasks with complex assignments. Ability to continually monitor work in process. Ability to ensure work meets standards.</p>	<p>Ability to perform complex tasks requiring tight registration, adjusting equipment to detailed, intricate measurements and maintaining color consistency. Ability to perform exact and precise measurements with very high accuracy. Ability to work on several jobs simultaneously.</p> <p>Ability to integrate quality control standards into details of most complex, advanced, and specialized work.</p> <p>Ability to produce highly detailed cost analysis/pricing estimates.</p>

Customer Service

Ability to develop and maintain strong relationships with clients or customers by listening to the client/customer and understanding and responding to identified needs.

Contributing	Journey	Advanced
<p>Ability to listen and check for understanding of customer needs. Ability to respond to customer needs within established parameters.</p> <p>Ability to communicate with internal and external customers in person, via phone, and e-mail.</p> <p>Ability to record instructions for production and accounting.</p>	<p>Ability to anticipate, identify and understand customers' service needs. Ability to effectively balance multiple priorities. Ability to check with customers to ensure product meets needs.</p> <p>Ability to develop positive relationships with internal/external customers (vendors, other technicians, etc).</p> <p>Ability to understand and detail technical instructions and relay to production. Ability to stay aware of job status throughout production. Ability to price simple copy and print jobs.</p>	<p>Ability to identify trends that impact service delivery to customers. Ability to make recommendations to improve service delivery based on customer feedback. Ability to make recommendations to streamline processes/procedures, remove barriers, and link resources for efficient and effective customer service. Ability to develop creative, alternative solutions to respond to complex service needs. Ability to identify common papers and understand the specifications of all equipment for best practices.</p>

Safety and Health Compliance

Ability to demonstrate an understanding of applicable policies and procedure. Ability to maintain conditions that ensure a healthy and safe working environment.

Contributing	Journey	Advanced
<p>Knowledge of and ability to comply with safety procedures, using guides for lifting, operating equipment safely, and handling chemicals safely to avoid danger to self and others.</p> <p>Ability to warn others in work area of potential hazards. Ability to report accidents to supervisor immediately.</p>	<p>Ability to identify and resolve potential safety problems or unsafe work practices. Ability to demonstrate safe practices to other employees.</p> <p>Ability to inform supervisor of unusual safety concerns.</p>	<p>Ability to provide safety training for other employees. Ability to read MSDS sheets. Ability to ensure handling and safe storage of all related chemicals.</p> <p>Ability to make suggestions for a more sustainable and healthy workplace.</p>

V. MINIMUM TRAINING & EXPERIENCE

High school diploma or equivalency; or demonstrated possession of the competencies necessary to perform the work.

Note: This is a generalized representation of positions in this class and is not intended to identify essential work functions per ADA. Examples of competencies are primarily those of the majority of positions in this class, but may not be applicable to all positions.