

PRINTING SERVICES LEAD

GENERAL DESCRIPTION OF CLASS

Under the direction of an administrator or manager, performs a variety of duties and responsibilities related to the oversight of the daily workflow and activities related to Printing Services; assists with the processing and execution of department print requests, trains and provides lead direction to employees on department projects; assigns, prioritizes, and reviews completed print requests for accuracy, completeness, and compliance to policies and procedures; performs the full range of functions assigned to Printing Services Technician Senior and Printing and Mail Assistant, as needed or required

REPRESENTATIVE DUTIES: The duties recorded below are representative of the duties of the class and are not intended to cover all the duties performed by incumbent(s) of any particular position. The omission of specific statements of duties does not exclude them from the position if the scope of work is similar, related or a logical assignment to this class. The essential duties of the class are indicated with an asterisk *.

BASIC FUNCTION: The duties of this classification may involve performing the most technical and difficult tasks, requiring specialized or advanced skills in one or more areas of the work assigned. The duties below are not inclusive but characteristic of the type of work associated with the class. Individual positions may do all or some combination of the duties listed below as well as other related duties.

1. Oversees the daily workflow and activities of the Printing Services Department; performs a variety of responsibilities including but not limited to planning and scheduling the daily workflow; processes, prioritizes, assigns, and reviews completed print jobs and supply orders; communicates issues to supervisor related to poor performance issues or concerns. *
2. Prepares cost estimates; orders needed supplies and processes chargebacks to the appropriate departments; partners with Business Services to process accounting chargebacks, as needed. *
3. Communicates effectively through a variety of modalities including but not limited to email, phone, and video teleconferencing. *
4. Verifies interpretations of print job order instructions and specifications; ensures work is compliant with District Copyright policies and procedures; implements proof checking system to provide error free and accurate assistance for job completion. *
5. Aids department employees and the Campus Community regarding equipment, operations, technical support, District policies and procedures, and other department needs. *
6. Travels to District satellite campus locations to perform job duties.*
7. Assists supervisor in overseeing the daily activities of the department and acts as the supervisor in charge in the absence of the supervisor. *
8. Handles and prints sensitive and confidential materials. *
9. Provides lead direction to department employees and special projects; coordinates workflow and support as needed with associated facilities services or departments. *
10. Operates digital duplicating copiers and related equipment; diagnoses, services, maintains, and makes routine, complex, or major repairs; directs appropriate staff, contractor, or vendor in the care of all technical and specialized equipment within the area of assignment. *
11. Employs correct handling, storage, and disposal techniques for all hazardous substances and chemicals related to the area of assignment; ensures the safe operation

- and condition of all equipment and coordinates the appropriate training and the use of appropriate personal protective equipment for all staff.*
12. Works with vendors to obtain price quotes and estimates, orders, receives, verifies, and signs for department supplies and equipment. *
 13. Prepares and submits required reports of work accomplished to include time, parts, and materials used to the District and outside agencies as needed. *
 14. Maintains clean and orderly work areas; maintains assigned vehicles and department equipment. *
 15. Performs and directs the work of staff in all standard services typical for instructional support and processes involved in providing high-quality customer service and work products; supports functions necessary to the logistics of department services including budgeting, ordering, outsourcing, and vendor relations. *
 16. Interacts with diverse populations and constituencies in a wide range of situations requiring judgement, tact, and diplomacy. *
 17. Acts as a supervisor in charge in the absence of the supervisor, as needed.
 18. May serve on a variety of District committees as requested.
 19. Performs other duties that support the overall objective of the position.

MINIMUM QUALIFICATIONS**EDUCATION/EXPERIENCE:**

- Associate degree* in a related discipline; **AND**
- Three (3) years of experience directly related to the duties and responsibilities of the position.
- Or, any combination of education and experience which would provide the required qualifications for the position.

*Associate degree education equivalency is a 1 to 1 equivalency, one year of responsible work experience related to the classification for each full year (24-30 units) of college.

CERTIFICATES, LICENSES, REGISTRATION, SPECIAL AND/OR OTHER REQUIREMENTS:

- Must hold and maintain a valid driver license.
- May be required to travel for various off-site meetings, trainings, conferences, and/or events in support of the overall objective of the position.
- Possession of or the ability to obtain within the first six months of employment (during probationary period):
 - Valid Forklift Operators Certificate**

**District will provide training for certifications if required to perform the essential responsibilities of the position.

DESIRED QUALIFICATIONS:

- Experience in a public education environment.

KNOWLEDGE, SKILLS, AND ABILITIES: (May be acquired through education, training and/or experience.)**Knowledge of:**

- District and college policies, procedures, rules, and regulations related to the area of assignment.
- California Education Code and Title V as it relates to the area of assignment.
- Family Educational Rights and Privacy Act (FERPA).

- Rules, regulations, laws, and Board policies, and procedures governing the District.
- Mobile devices and applications utilized by the District and/or college.
- Effective communication skills, both verbal and written.
- Materials, tools, equipment, and practices used in the department.
- Correct handling techniques.
- Methods of conducting inventories and maintaining inventory records.
- Applicable safety methods associated with department equipment and activities.
- Proper spoken and written English usage.
- Elements of proper grammar usage, spelling, vocabulary, and punctuation.
- Basic mathematics.
- Composing, proofreading, and preparing correspondence.
- Record-keeping, filing, file sharing, and filing system methods and techniques.
- Effective communication skills both verbally and in writing.
- Computer software programs, applications, databases, and Enterprise Resource Planning (ERP) systems; computer hardware and peripheral equipment related to the area of the assignment.
- Microsoft Office Suite (Word, Excel, Outlook, and PowerPoint).

Ability to:

- Independently perform the essential responsibilities of the position.
- Understand and apply District and department policies and procedures.
- Integrate local, state, and federal laws and regulations.
- Ensure compliance with all laws, regulations, and policies through effective office supervision and leadership.
- Read, understand, learn, interpret, and apply rules, regulations, policies, and procedures.
- Department and/or program policies and procedures.
- Operate powered equipment.
- Perform heavy manual labor for a significant portion of work time.
- Accurately provide direction to other staff and students.
- Provide direction in safety measures, department procedures, and use of equipment.
- Understand and carry out verbal and written instructions and direction.
- Effectively communicate both verbally and in writing.
- Plan, organize, and prioritize workload to meet schedules and timelines.
- Make independent decisions within the scope of the assignment.
- Prepare records and reports.
- Utilize computer programs and applications, computer hardware, and peripheral equipment related to the area of assignment.
- Update and maintain records, files, file sharing, and filing systems methods and techniques.
- Perform basic mathematical calculations with accuracy.
- Exercise problem solving and critical thinking skills related to the scope of authority.
- Utilize computer software programs, applications, and databases; computer hardware and peripheral equipment related to the area of assignment.
- Communicate with students, staff, and the public in person and via a variety of communication modalities using various technology resources.
- Work with diverse populations.

- Establish and maintain effective and cooperative working relationships in the course of work.

RELATIONSHIPS WITH OTHERS:

The incumbents in this class are in daily contact with department, college, District faculty, staff, administrators, students, vendors, and the public, as needed.

SUPERVISION EXERCISED and/or RECEIVED:

The incumbents in this class provide work direction and/or guidance to lower-level staff, student workers, student assistants, and/or short-term, temporary employees.

The incumbents in this class receive general supervision from the assigned manager or other administrative superiors. Supervision is provided regarding interpretation and application of District, college, and/or department policies and procedures, applicable state and/or federal regulations. Work is usually performed independently and reviewed by supervisors as needed to ensure accuracy, completeness and compliance with practices and regulatory standards.

Incumbents in this class follow policies and guidelines as outlined by the District, college and/or departmental procedures, policies, and directives.

PHYSICAL AND MENTAL DEMANDS:

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- **Physical Demands**

While performing the duties of this classification, the incumbent is regularly required to sit, walk, and/or stand, speak, or hear, both in person and by telephone. Use hands repetitively to finger, handle, feel or operate standard office equipment; reach with hands and arms; and lift and carry up to 60 pounds with assistance, with occasional need to lift and carry up to 100 pounds with assistance. must frequently sit and/or stand for long periods of time; dexterity of hands and fingers to operate a variety of computer and office equipment, The incumbent may be required to bend at the waist, kneel and/or crouch; move about the college or District site(s).

Specific vision abilities required by this job include close vision and the ability to adjust focus and view a variety of computer screens, printed documents, and instructions.

Employees perform regular and at time sustained exertion of heavy physical effort in lifting and carrying heavy items (up to 70 pounds) with assistance; the operation of gasoline, electric, and diesel-powered machinery and equipment requiring the manipulation of multiple controls and find adjustments.

- **Mental Demands**

While performing the duties of this class, the incumbent is regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve problems; observe and interpret people and situations; learn and apply new information or skills; perform highly detailed work on multiple, concurrent tasks; use math/mathematical reasoning; perform highly detailed work under changing priorities and deadlines on multiple concurrent tasks; work with frequent interruptions, and interact with District and/or college faculty, staff, management, administrators, students, educational institutions, and others encountered the course of work.

WORK ENVIRONMENT AND CONDITIONS:

- **Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The incumbent works under typical office conditions, and the noise level is usually quiet.

- **Working Conditions**

Work is performed indoors and outdoors where some safety considerations exist from extended standing while performing work utilizing a variety of printing, mail, and office machinery and equipment; the incumbent may be required to lift, move, and deliver medium to heavy weighted materials. The incumbent is subject to frequent interruptions from staff and performs work in a moderately noisy environment related to the use of required equipment and machinery throughout the course of the day. The incumbent may be exposed to handling chemicals, consumables, and heavy materials.

Butte Glenn Community College District (BGCCD) IS AN EQUAL OPPORTUNITY

EMPLOYER: To accomplish this job successfully, an individual must be able to perform, with or without reasonable accommodation, each essential function satisfactorily. Reasonable accommodations may be made to help enable qualified individuals with disabilities to perform the essential functions.

Butte Glenn Community College District is committed to creating a diverse workforce focused on equity, inclusion, and accessibility for all faculty, staff, administrators, managers, and students. The District is dedicated to building an environment that supports our diverse student populations providing opportunities to mentor, encourage, and prepare our students to be successful in the world and expose them to global perspectives. Our District community of professionals is devoted to enriching our students' lives by bringing to light a variety of ways to engage and discover their individual and collective paths through education.

BGCCD is committed to the principles of equal employment opportunity. It is the District's policy to ensure that all qualified applicants for employment and employees have full and equal access to employment opportunities and are not subject to discrimination in any program or activity of the District on the basis of ethnic group identification, race, gender, color, language, accent, citizenship status, ancestry national origin, age, sex, religion, sexual orientation, gender identity, parental status, marital status, veteran status, physical or mental disability or medical condition, or on the basis of these perceived characteristics.