

Classification Specification: Print Shop Operator and Postal Services Worker

Classification Number: 14120
Effective Date: November 17, 2022

Pay Grade: 25
Current Exemption Status: Nonexempt

Position Summary

Responsible for the daily operation and management of a retail print and copy shop. Complete all necessary printing requests and customer service requests coming from BGSU departments and external customers. Order and maintain printing materials and supplies. Handle billing and retail payments pertaining to print shop operations. Supervise student employees and assist with other Postal Operations as needed.

Essential/Primary Duties

- Professionally communicate in technical terms with BGSU departments, external customers, and vendors
- Provide excellent customer service in a timely and consistent manner
- Set up and operate various types of printing machines and offline finishing devices that require advanced operational knowledge and expertise
- Review client requests to understand parameters of print jobs including job specifications, quantities, colors, etc.
- Take, setup, and complete complex customer orders using electronic order systems
- Format and proof text and images submitted by designers and clients into finished pages that can be printed
- Complete necessary prepress processes including color correction and processing of color files
- Perform basic troubleshooting of device issues
- Create, compile, and submit routine reports regarding print volume and sales
- Hire, guide, supervise and train student workers. Coordinate the schedule student workers as needed
- Organize and set up customer requests/jobs
- Investigate and solve issues/problems and communicate resolutions to customers
- Account for daily cash on hand. Reconcile & deposit daily sales. Receive and disburse cash, credit cards, or other payment forms.
- Orders all supplies needed for the operation of the unit.
- Serves as secondary mail services staff as directed by Postal Operations management
- Sorts packages, letters, flats, and campus mail; handles or resolves problem mail issues; may pick up mail from U.S. Post Office; meters mail from departments; assists with movement and storage of items within a warehouse

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Experience and Education

Experience

- 6-12 months related experience required.

Education

- High school diploma or GED required

Physical Requirements

Light work: with some physical demands such as continuously lifting/moving materials less than 25 pounds, but rarely moving more than 25 to 50 pounds.

Working Conditions

Work is generally performed in a well-lit, temperature-controlled indoor environment with occasional exposure to the outdoors and/or any number of elements.

Essential Competencies

- Knowledge of basic mathematical skills
- Knowledge of basic reading skills
- Ability to carry out verbal and/or written instructions
- Ability to effectively communicate, verbally and written
- Detailed-oriented and highly accurate
- Ability to work in changing environment
- Ability to work effectively in a team environment
- Ability to interact effectively with students, faculty and/or staff or the public and represent BGSU appropriately
- Ability to coordinate or lead others in accomplishing work activities
- Knowledge of basic computer skills
- Knowledge of production printing/prepress software
- Ability to accurately receive and disburse cash whether currency, credit cards, checks or other payment forms
- Ability to operate computers and peripheral equipment such as printers
- Ability to perform work activities requiring cooperation and instruction
- Ability to effectively manage time

Supervisory Responsibility

Full-Time

None

Part-Time

Student Employees

Providing Direction

Full-Time

None

Part-Time

Student Employees

Responsibility for Student Workers

Provides work direction and may select, hire, schedule and/or provide formal feedback.