



## **JOB FAMILY CONCEPT**

This family consists of five levels of printing work. Levels are distinguished based on the complexity of the work, level of supervision received, and the degree of autonomy. Positions in the Campus Services Printing job family require specialized training to set-up, operate, maintain and repair offset printing and other mass-reproduction equipment. Many positions in Campus Services job families support a recharge, auxiliary or business function, which may require the unit to generate revenue to cover their expenses. Positions typically perform one or more of the following functions within a print shop.

- Bindery
- Quick copy
- Pre-press
- Offset printing
- Customer service

## **TYPICAL FUNCTIONS**

***The typical functions listed are typical examples of work performed by positions in this job classification. Not all functions assigned to every position are included, nor is it expected that all positions will be assigned every typical function.***

### **General**

- Provide customer service
- Respond to inquiries and requests for information including pricing and turn-around time
- Recommend purchase or replacement and order supplies
- Monitor and maintain inventory
- Handle and process customer orders
- Complete job order data
- Prepare and maintain records and reports
- Handle cash and perform retail transactions
- Ensure compliance with copyright and trademark laws and regulations
- Proof documents and ensure image quality of product
- Make recommendations for product layout and design
- Inspect and monitor equipment
- Maintain and repair equipment
- Perform color calibration and management
- Serve as expert in one or more areas of production
- Basic computer skills
- Deliver finished products



### **Quick Copy**

- Prepare and modify documents using proprietary software in preparation for digital printing
- Ensure print jobs files meet system requirements
- Set-up and operate machines and equipment for document processing
- Alter and manipulate jobs as necessary utilizing desktop publishing software and tools
- Operate high-end digital, color and black and white production equipment

### **Bindery**

- Obtain bindery requirements for print/copy jobs
- Operate bindery equipment for finishing of copy/printing jobs including: folders, cutters, book binders, saddle binders, tabbers, laminators, shrink wrappers, paper drill and other bindery equipment

### **Offset Printing**

- Operate single, two and multi-color commercial offset printing presses
- Produce simple short-run jobs to large complex multi-color jobs
- Perform mechanical and electrical equipment maintenance and repair
- Mix ink to Pantone Matching System standards
- Serve as expert on equipment, ink, and paper

### **Prepress**

- Design and typesetting of projects
- Imposition of jobs for platesetting
- Operate high-end scanners
- Perform color calibration and management to exacting standards
- Operate computer-to-plate platesetter
- Operate wide-format inkjet printers

### **Supervision**

- Determine job specifications and priorities
- Provide necessary controls to ensure proper standards are met
- Monitor quality and efficiency of operations
- Monitor department budgets
- Analyze, control and maintain inventory
- Recommend changes in operations regarding new program activities and policy
- Determine equipment maintenance schedule and replacement needs
- Schedule and train employees
- Supervise staff



**LEVELS AND COMPETENCIES**

The primary distinction between levels is reflected in the Level Descriptors. As levels increase, the scope, complexity, and degree of independence increase. Higher levels may perform duties of lower levels. Education and experience are stated at the minimum threshold for the level. Additional education or experience may be desirable for some positions.

**Level 1**  
**PCLS: 04741**

**Grade 75**  
**Non-Exempt**

***Descriptors***

Work is performed under direct supervision. This is the apprentice/trainee level where incumbents process and produce routine jobs that are limited in complexity\* (i.e. quick copy). Perform routine maintenance of equipment including cleaning, lubricating and basic equipment adjustments. Consult with higher level staff to obtain copy/printing/bindery requirements. Provide customer service. Stock inventory and supplies. Alter and manipulate basic jobs as necessary utilizing desktop publishing software and tools. This level is distinguished from higher levels by the immediate availability and closeness of supervision, routine and repetitive nature of tasks, and operation of the least complex\* printing equipment.

***Knowledge, Skills, and Abilities***

Basic knowledge of desktop publishing software. Basic computer skills. Customer service skills. Cash handling and reconciliation skills. Ability to operate and troubleshoot printing/ duplicating/ bindery equipment and related machinery. Ability to communicate effectively. Ability to follow directions given by supervisors or co-workers. Ability to solve problems. Ability to document and file information.

***Education and Experience***

High School graduation and six months related experience, or an equivalent combination of training and experience.

**Level 2**  
**PCLS: 04742**

**Grade 76**  
**Non-Exempt**

***Descriptors***

Work is performed under general supervision. Perform a full range of assignments in the operation of quick copy duplicating equipment or perform similar work that is moderate in complexity\* OR scope\*. Produce good quality printed materials on single color offset printing equipment. Monitor and ensure smooth operation and quality assurance. Consult with customers to advise on the most cost efficient method of duplicating documents. Perform limited maintenance and repair. Provide customer assistance and ensure quality standards are maintained. This level is distinguished from lower levels by the operation of more complex\* equipment and responsibility for ensuring product quality and utilizing judgment.



***Knowledge, Skills, and Abilities***

Same as level one, plus: Advanced knowledge of desktop publishing software. Advanced computer skills. Knowledge of trademark and copyright laws and regulations. Knowledge in the set-up, operation, and maintenance of single-color presses. Ability to maintain files and establish recordkeeping systems. Ability to communicate effectively.

***Education and Experience***

High School graduation and two years relevant experience, or an equivalent combination of training and experience.

**Level 3**

**PCLS: 04743**

**\*\*\*Alternate PCLS: 09260**

**Grade 77  
Non-Exempt**

***Descriptors***

Work is performed under intermittent supervision. Produce high quality printed materials on two color small presses or large single color offset printing equipment or similar work that is moderate in complexity\* AND scope\*. Perform intermediate maintenance and repair of offset printing equipment. Train and assist lower level operators. Lead\*\* lower level staff, set-up and manage production schedule and maintain inventory. This level is distinguished from lower levels by the responsibility to operate, maintain and repair a two color small or single color large offset presses, use of a wider variety of paper stock and leading\*\* staff.

***Knowledge, Skills, and Abilities***

Same as level two, plus: Knowledge in the set-up, operation, and maintenance of two color small or single color large presses. Knowledge of plate-making and stripping. Knowledge of ink flow, loading and mixing. Ability to maintain and make moderate repairs of equipment. Ability to operate all bindery equipment. Ability to lead\*\*.

***Education and Experience***

High School graduation and four years related experience, or an equivalent combination of training and experience. Professional licensure required, which is commensurate with the appropriate level (i.e. Journey-level certificate or equivalent).

**Level 4**

**PCLS: 04744**

**Grade 78  
Non-Exempt**

***Descriptors***

Work is performed under administrative supervision. This is the fully-qualified journey-level offset printing operator that performs specialized printing work on large multi-color presses or similar work that is large in complexity\* OR scope\*. This is the fully-qualified journey-level prepress and scanner operator that performs a full range of assignments in the operation of prepresses that is large in scope\* AND complexity\*. Maintain and repair equipment. Is considered an expert resource and provides guidance to others. Lead\*\* staff. Communicate and work well with other



staff, faculty, or off-campus customers. Review and evaluate offset print requests to determine the most efficient method of producing high quality jobs. This level is distinguished from lower levels by the responsibility to work at the fully-qualified journey-level in the operation of publishing, design, imposition, scanning and color software and performing advanced color calibration and management and operating the most complex\* printing equipment.

***Knowledge, Skills, and Abilities***

Same as level three, plus: Advanced knowledge of all printing and bindery operations. Advanced knowledge and skills in printing industry software. Knowledge of and ability to operate complex\* printing industry equipment. Advanced computer skills. Ability to multi-task and perform well under pressure.

***Education and Experience***

High School graduation and five years progressively responsible relevant experience, or an equivalent combination of training and experience. Professional licensure required, which is commensurate with the appropriate level (i.e. Journey-level certificate or equivalent).

**Level 5**  
**PCLS: 04745**

**Grade 80**  
**Exempt**

***Descriptors***

Work is performed under administrative supervision. Supervise a large print shop that includes off-set, pre-press and quick copy printing equipment. Review and evaluate print requests to determine the most efficient method of producing high quality jobs. Perform specialized printing work that is large in complexity\* AND scope\*. Perform budget management. Supervise\*\* staff. This level is distinguished from lower levels by its ability to supervise\*\* staff, prioritize jobs and expert knowledge in the operation, maintenance and repair of printing industry equipment.

***Knowledge, Skills, and Abilities***

Same as level four, plus: Advanced knowledge of and ability to operate a large variety of printing industry and related equipment. Budget and fiscal skills. Advanced internet research skills. Ability to supervise\*\* and set priorities for staff. Ability to coordinate production from different areas.

***Education and Experience***

High School graduation and six years progressively responsible relevant experience, or an equivalent combination of training and experience. Professional licensure required, which is commensurate with the appropriate level (i.e. Journey-level certificate or equivalent).



- \* **Complexity:** Refers to the higher level interpretation of and diversity of rules and regulations (e.g. Federal, and State laws, University policies and regulations, copyright and trademark laws). Complexity also refers to the operation, maintenance and repair of printing presses. Complex positions typically work with multiple types of printing presses and related equipment, external constituencies, multiple departments, faculty and campuses. Complexity increases as the application, interpretation, and frequency of working with these rules, regulations and entities.
  
- \* **Scope:** Refers to the impact that a unit/department has on the University or those it impacts, the size of the organization, or contacts/stakeholders that the department may have. Scope also refers to the impact of recommendations or decisions a position has on policies and programs. Positions with high scope may impact the MAU and contacts within the external community.
  
- \*\* **Lead:** Provide day-to-day guidance, training and direction for staff in addition to other duties. Regularly assign and review work. Fluent in assigned area of responsibility.
  
- \*\* **Supervise:** Hire, train, evaluate performance, and initiate corrective action.
  
- \*\*\* Exemption status determined on a case-by-case basis. Essential functions of each job will be reviewed and evaluated in accordance with Fair Labor Standards Act regulations.

[July 2009 revisions included formatting document for consistency, and adding alternate PCLS information.]