

SANTA CLARA COUNTY OFFICE OF EDUCATION

CLASS TITLE: PRINT PRODUCTION/STAFF LIAISON

BASIC FUNCTION:

Under the Supervisor – Print Services, the Print Production/Staff Liaison performs a variety of responsible administrative, clerical and print production duties in support of the daily operations of the Print Services Department of the Santa Clara County Office of Education.

The Print Production/Staff Liaison works in a print environment and possesses specialized knowledge of printing terminology, technologies, and specifications and uses this knowledge to manage communications between clients and skilled staff; thereby increasing efficiency in print production operations by ensuring that print orders are complete and properly formatted using specialized software. The Print Production/Staff Liaison is responsible for ensuring that print production equipment remains intact and related supplies in stock; performs related duties as assigned.

REPRESENTATIVE DUTIES:

The following duties are examples of assignments performed by incumbents in this classification. It is not a totally comprehensive list of duties, nor is it restrictive regarding job assignments.

ESSENTIAL DUTIES:

Performs a wide variety of clerical/print production and operational support activities

Enters print jobs into print production database; verifies print jobs for accuracy and cost information

Assists callers and provides information seekers with guidance; ensures special requests are addressed and/or met; provides customer service related to production and billing issues

Oversees department budget and special budgets as assigned; monitors expenditures

Uses accounting software, such as Quickbooks to track accounts payable and accounts receivable

Creates reports and manages data in the business system

Manages and maintains print paper inventory and orders and submits print supply orders

Consults with print staff to acquire complex print equipment and parts for press machines

Designs and typesets print jobs

Prepares electronic files and preflights documents using assigned software, such as Adobe Photoshop editing and alteration; creates and organizes print specific PDF files

Serves as a technical resource to staff and outside agencies regarding print activities, timelines, layouts and related functions

Reviews submitted work for reproduction; proofreads work to assure completeness, quality and clarity of original copy

Participates in the development and implementation of printing projects

Verifies, compiles, and records a variety of data/information related to assigned County Office program, department or work unit

Exercises independent judgment of routine actions not requiring immediate attention of the department supervisor

Prepares a variety of material such as interoffice communications, correspondence, requisitions, forms, statistics, specifications, and reports of a routine or special nature

Provides customer service for a print environment; answers telephones, makes appointments, receives and responds to all levels of staff and the general public, providing information and assistance whenever possible

Maintains, compiles, prepares, and submits attendance records and reports for payroll processing purposes

Arranges and schedules a variety of meetings; notifies participants, confirming dates and times, reserves meeting sites, and prepares materials needed at meetings

Attends and participates in meetings; may take, transcribe, and distribute handouts as directed

Maintains accurate and detailed calendar of events, due dates, and schedules related to the assigned work unit or program and its services to ensure proper tasks and activities occur as scheduled

May receive and process information of a confidential nature and ensures such information is maintained in strict confidentiality

Receives, opens, and distributes incoming and outgoing mail; initiates and/or transmits interoffice memos, notices

Coordinates assigned office functions and provides information to other departments/units as necessary

Develops or assists in the development of forms, worksheet, and record-keeping systems for the collection, dissemination, and maintenance of needed information for specialized programs within assigned unit

OTHER DUTIES:

Performs other duties as assigned

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Modern office principles, techniques, and practices, and equipment of print production environment. Operations, procedures, policies, and protocols of the assigned work unit or program. Macintosh and Windows computers.

Proper electronic file management organization and techniques.
Proper telephone techniques.
Proper business letter formats, report writing, record keeping and filing systems.
Operation of a desktop computer, office and specialized software used in print services production.
Interpersonal skills using tact, patience and courtesy.
Correct English usage, grammar, spelling, punctuation and vocabulary.

ABILITY TO:

Use Adobe Creative Suite Application and Desktop Publishing and Microsoft Applications to perform assigned functions.
Create, size and format PDF files.
Use proper document typesetting and pagination techniques.
Perform a variety of clerical/administrative assistant duties with speed and accuracy.
Understand and carry out a variety of oral and written instructions.
Perform mathematical calculations accurately.
Establish and maintain a variety of records and filing systems.
Prepare a variety of interoffice communications, correspondence, requisitions, forms, statistics, reports of a routine or special nature.
Prioritize and appropriately schedule assignments or task to meet established deadlines.
Effectively use word-processing, database, and spreadsheet software application programs in the course of assigned duties, including Desktop Publishing software to create design and print products.
Communicate effectively and tactfully in both oral and written form.
Work independently with minimal direction.
Establish and maintain cooperative relationships with those contacted in the course of assigned duties.

EDUCATION AND EXPERIENCE:

Any combination of training and experience that provides the required knowledge, abilities, and skills is qualifying. A typical method of demonstrating these qualifications would be possession of a certificate in graphic design or related field and one year of clerical/administrative assistant experience. Experience in a print production environment is preferred.

LICENSES AND OTHER REQUIREMENTS:

None

WORKING CONDITIONS:

ENVIRONMENT:

Duties are primarily performed in an office environment while sitting at a desk operating a computer terminal.
Incumbents are subject to extensive public contact with external clients.

PHYSICAL DEMANDS:

Use hands and fingers to operate desktop computer keyboard or other office equipment.
Reach with hands and arms.
Stoop, kneel, or crouch to file.
Speak clearly and distinctly to answer telephones and provide information.

See to read fine print and operate computer.
Hear and understand voice over telephone and in person.

Approved by Personnel Commission: June 10, 2015
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05/09/18

Jonathan Muñoz
Interim Director – HR / Classified Personnel Services

Date