

SALEM-KEIZER PUBLIC SCHOOLS JOB DESCRIPTION

9/16 Effective	PRINT AND MAIL OPERATIONS COORDINATOR Job Title	2.6.19 Index
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DEFINITION

To improve student achievement through efficient and accurate customer/client relations by coordinating the district's automated print and mail timelines using online and manual ordering system for all schools/departments; troubleshooting graphics, media, postal requirements, and process issues for all orders; monitoring billing/invoicing issues, directing the distribution of all mail, and responding to customer/client needs; directing the preparation of design for digital and offset printing, web publishing, and directed communications.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from an assigned supervisor. Methods of performing tasks are the responsibility of the employee and are to be performed within the established policies or as prescribed by rules and regulations. Work is reviewed only periodically to assure compliance to standards and measured results.

ESSENTIAL FUNCTIONS OF THE JOB - May include, but are not limited to, the following:

Analyzing and implementing continuous improvement processes and systems related to print, mail, graphic design, and copy ordering.

Maintaining and promoting services, customer contacts, and relations.

Promoting a philosophy of producing quality products and services. Monitoring quality of production, and reviewing factors which affect product quality with department leads and department manager.

Planning and establishing production schedules based on customer requests and production capability, monitoring progress of production, and reviewing factors which affect schedules with department leads and department manager.

Coordinating incoming print and mail requests. Significant customer contact in use of the online and manual ordering system.

Providing pricing information for print jobs and mailing projects, coordinating with outside vendors as necessary.

Providing information to customer on best source of printing and mailing methods; available media, postal requirements and eligibility, available cost/time saving methods.

Assisting customers in understanding department capabilities.

Responding to technical issues and concerns between teams within the department and customer requests.

Interpreting standing or pending postal regulations and their impact on district mail flow and/or the district postage budget.

Conducting research and evaluations pertaining to assigned area of responsibility. Compiling, analyzing, and evaluating data. Preparing estimates, specifications, and reports based on such data.

Conferring with other Coordinators and Customer Service Representatives on timelines/schedule and quality control of print, mail, and graphic design projects, ensuring finished product meets customer expectation and conforms to USPS and District requirements.

Maintaining regular and consistent attendance and punctuality.

Performing related duties consistent with job description and assignment.

Other duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

Principles of Variable data publishing

Estimating costs related to print, mail, graphic design, and production work

Work simplification and prioritization

Database software for pricing/invoicing/billing and querying data

Production scheduling as it relates to printing, mailing, and graphic design

Paper stocks and supplies used in the printing and mailing process

Principles and practices of printing, mailing, and graphic design

Principles and practices of US postal regulations, addressing standards, mail eligibility, and postal discount programs

Higher level math required for pricing jobs

Ability to:

Support the manager and Lead a group with assignments under tight time frames

Generate positive relationships within Auxiliary services and its customers/clients

Maintain records and files as necessary

Plan and prioritize customer requests

Work effectively with a variety of customers contacted in the course of work

Communicate clearly and concisely, both orally and in writing; explain technical concepts to non-technical audiences.

Efficiently assist in solving potential issues between Auxiliary Services and its customers

Operate computer software and hardware to complete customer requests. Strong word processing/keyboarding and 10 key skills

Experience and Training

Any combination of experience and training that would provide the required knowledge and abilities is appropriate. A representative way to obtain the required knowledge and abilities would be:

Experience:

Five years of related copy/press/ print and mail experience with at least two years experience as a lead worker; and/or any combination of training and experience which provides the required knowledge, skills and abilities.

Training:

Equivalent to completion of the twelfth grade.

Possession of or ability to obtain (within 6 months) MDP (Mail Design Professional) certification through the United States Postal Service.

Two-year college degree or technical coursework as it relates to the position is desirable.

Special Requirements:

Possession or ability to obtain a valid Oregon Driver's License

Work Environment

Climate controlled office setting with temperatures ranging from mild to moderate cold/heat. Exposure to noise levels from moderate to loud with occasional to frequent time periods.

High level of contact with District staff. Moderate contact with vendors, customers, and service workers.

Physical Requirements

Frequent reaching, handling, fingering, talking and hearing. Mobility to work in a typical office setting and use office equipment, stamina to remain seated and maintain concentration for an extended period. Hearing and speech to communicate in person or over the telephone. Vision: Frequent near acuity; occasional far acuity. Vision to read printed materials, computer screens and/or other monitoring devices.

Strength: Sedentary/Medium – Must be able to lift up to 50 lbs. frequently, and up to 10 lbs. constantly or a negligible amount of force frequently to lift, carry, push, pull or move objects.

Salem-Keizer School District is an equal opportunity employer.

Position: Print and Mail Operations Coordinator

I am willing and able to perform the duties of this job:

Signature: _____

Date: _____

Print Name: _____