

Title: Print Services Coordinator	Effective Date: June 22, 2019	Grade: IX	Job Category: Office-Clerical
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CHARACTERISTICS OF WORK

The Print Services Coordinator functions in a customer service role and is responsible for quality control and quality assurance of all non-design work produced by ARDOT Reprographics. This team member predominantly coordinates the production queue and monitors all stages of orders from start to finish, making certain orders are filled according to customer specifications. Additionally, this team member may learn advanced computer software applications for job order tracking and for inventory record keeping.

EXAMPLES OF WORK

The following examples are intended only as illustrations of various types of work performed. No attempt is made to be exhaustive. Related, similar, or other logical duties are performed as assigned. The Department may require employees to perform functions beyond those contained in job descriptions. The Department may modify job descriptions based on Department needs. The Arkansas Department of Transportation is an "at will" employer.

ESSENTIAL JOB FUNCTIONS:

- Provides customer service, including anticipating customer needs, suggesting alternatives and problem-solving, and is able to satisfy customer needs with a minimum amount of supervision.
- Takes customer orders, provides consultation to customers, explains the digital printing services offered by Reprographics, and gives pricing information when necessary.
- Collates, sorts and organizes customer orders.
- Logs orders into tracking system.
- Sets priorities of customer orders.
- Monitors customer orders from start to finish to assure they are in accordance with the established priorities of the projects.
- Performs quality checks on completed orders, as well as packages, stores, retrieves and sends completed orders.
- Calculates order costs when necessary.
- Informs customers when their order is ready for pick-up.
- Operates the Point of Sale terminal (POS), handles money and makes change as it relates to map sales and other Reprographics services provided to the public.
- Follows copying protocol (copyright law, confidentiality, and careful handling of original documents).
- Operates photocopy, binding and other auxiliary equipment when needed.
- Monitors and maintains stock of necessary Reprographics supplies, including paper and toner, as well as other inventory.
- Helps troubleshoot routine computer and equipment problems.
- May assist with financial reporting of daily sales and supply purchasing.
- May reconcile daily sales and prepare Reprographics reports.
- May prepare bank deposits and purchase orders.
- Maintains the Reprographics filing system.
- May generate POS reports as needed.
- May input photocopy "click-count" tracking data and generate reports.
- Follows instructions of supervisors and assists other team members in performing Reprographics functions.



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SECONDARY JOB FUNCTIONS:

- Determines appropriate shipping methods for State Highway Maps as well as other map sales.
- Maintains inventory of shipping supplies.
- Maintains log of all incoming and outgoing parcels, prepares parcels for pickup by UPS and U.S. Mail, and sorts incoming parcels.
- Assembles parcels and prepares goods for shipping by inserting items into shipping containers, and affixing labels to parcels.

MINIMUM REQUIREMENTS

Education and experience:

The educational equivalent of a diploma from an accredited high school. Experience operating reprographic equipment. Experience working in a customer service role and coordinating the activities of others.

Knowledge, skills and abilities:

Computer skills and familiarity with Microsoft Office Suite desired. Ability to multi-task. Ability to perform basic mathematical calculations. Ability to communicate both orally and in writing.

Physical requirements:

Ability to lift up to 50 pounds with or without reasonable accommodation.

("Accredited" means the educational institution or program is accredited by an accrediting organization recognized either by the United States Department of Education or by the Council for Higher Education Accreditation.)

A criminal background check will be required to determine suitability of employment, and failure to meet these standards may cause the applicant to be rejected or terminated from that position.

