

Wright State University
CLASSIFIED JOB SPECIFICATION
Wright Print Center Technician

I. JOB INFORMATION

Job Title: **Wright Print Center Technician** **(CS 15)**

Job Class: **31410** **FLSA Status:** Non-Exempt

II. JOB SUMMARY

Under general direction this position coordinates and performs all activities of finishing/manufacturing and fulfillment of print and mailing jobs. Manage customer facing walk-in requests for Wright Print Center and Wright One Card services. Be proactive with suggestions on improving customer service, shop efficiencies and operations.

III. PRIMARY DUTIES AND RESPONSIBILITIES

- Support Wright Print Center Services by fulfilling customer orders in a timely fashion.
- Consult with customers and give technical support for formatting print jobs to best match the desired print devices.
- Operate high-speed, state of the art duplicators and printers; binding, folding, stapling and cutting equipment.
- Independently operate, troubleshoot and maintain production bindery and finishing equipment and all delivery related equipment.
- Prepare, organize and assist with mailings and deliveries.
- Coordinate and organize outgoing shipping and delivery logistics for completed.
- Advise management on future equipment needs and maintain paper, printer and mailing supplies.
- Support day to day service delivery of university ID card, including system maintenance, budget, record keeping, electronic files and other related duties.
- Maintain cash controls and perform daily paperwork as requested by supervisor.
- Respond to card emergencies throughout the business day.
- Provide general oversight for the Wright One ID Card creation process.
- Participate in and support new student orientation specific for the support of the Wright One ID card service.
- Maintain organization of printshop and mailroom.

Note: This is not an inclusive list of duties and responsibilities.

IV. MINIMUM EDUCATION, EXPERIENCE, KNOWLEDGE, SKILLS, AND ABILITIES

A high school diploma or GED and three years (FT) of related work experience OR, two years of post-secondary education and 1.5 years of (FT) related work experience OR, a bachelor's degree in a related field and 6 months (FT) of related work experience. Previous supervisory experience. Experience in graphics arts industry. Excellent interpersonal, verbal and written communication skills. Excellent customer service skills. Budget management experience. Ability to calculate basic math. Thorough knowledge and skills to utilize high speed duplicating machines, current office equipment and a variety of complex software packages. Working knowledge of additional software. Strong organizational, interpersonal, and creative problem-solving skills; technical aptitude; and professional judgment. Ability to manage multiple responsibilities, while working independently and as a team in a high pressure, fast-paced environment.

V. WORKING CONDITIONS

Conditions may require walking, stooping, pushing, pulling, lifting (less than or equal to 40 pounds), bending, handling equipment and materials.

VI. WSU TESTING/EXAMINATIONS REQUIRED

None

VII. CERTIFICATIONS OR LICENSURE(S) REQUIRED*

None

VIII. JOB SERIES

31410

This specification is intended to illustrate the level of complexity and kinds of job duties that may be assigned to positions with this classification title, and should not be interpreted to describe all the duties that may be included in a job description.