State of Oregon Position Description

Company: Department of Administrative Services

Organization: Operations / Pre-Production - DAS

Service Type:

SECTION 1. POSITION INFORMATION

Job Profile Title:	Administrative Specialist 1	**Job Profile ID:**	0107
Business Title:	Workflow Coordinator. (Unfilled)	**Position ID:**	000000036252
Employee Name:		**Company ID:**	10700
Representation:	OAS	**Budget Auth No:**	671830

Location: Salem | DAS | Print Plant

Supervisor: Candace Erickson (Business Operations Supervisor 2)

Position:

Time Type: Full Time

FLSA: Non Exempt

Exempt Reason:

Overtime Eligible: Yes

Employee Type: Permanent

SECTION 2. JOB DESCRIPTION SUMMARY

Describe the program in which this position exists. Include program purpose, who is affected, size, and scope. Include relationship to agency mission.

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The Oregon Department of Administrative Services (DAS) is dedicated to enhancing the efficient and effective use of state resources. Our mission is to support government operations through the delivery of essential services and centralized infrastructure. DAS plays a critical role in helping state agencies and policymakers achieve their goals, benefiting Oregonians across the state. Together we:

- Provide centralized government infrastructure services such as purchasing, risk management, facilities management, surplus property, and motor fleet operations.
- Establish statewide policies, conduct performance reviews, and ensure agency compliance.
- Lead the implementation of statewide performance measurement programs to drive continuous improvement.
- Support workforce development and training for state employees to foster a skilled, adaptable team.
- Manage personnel systems that encourage fair, responsive, and cost-effective human resource practices.

- Deliver objective, credible management information and analysis to policymakers for informed decision-making.
- Operate statewide financial and administrative systems to ensure accountability and transparency.

We strive to provide the foundation and leadership needed for effective government, partnering with agencies, partners and Oregonians to serve the people of Oregon.

The Publishing & Distribution (P&D) program provides standard and electronic publishing and distribution services to state agencies and other governmental bodies through its in-plant production facility, as well as through contracts with private firms and partnership with the Department of Corrections inmate work program, per ORS 282.020. P&D is a highly secured facility that prints checks, warrants and other financial documents that are distributed to nearly all Oregonians. Under ORS 283.140, P&D processes incoming and outgoing federal mail, arranges common carrier shipping, and provides secure delivery and distribution services to public agencies throughout the Willamette Valley.

With our high-speed digital presses, P&D produces high-quality printed materials with exceptional precision and clarity. Whether it produces official documents, reports, brochures, or promotional materials, our digital presses enable us to meet the diverse printing needs required by state agencies and other government entities.

b. Describe the primary purpose of this position, and how it functions within this program. Complete this statement. The primary purpose of this position is to:

Direct the smooth, accurate, and timely movement of all jobs through the P&D workflow. The individual in this position acts as liaison between P&D units to coordinate disparate elements in various processes and has the authority to adjust scheduled job assignments to meet changes in agency workload. This individual also makes recommendations to program managers to improve the effectiveness of the program operations. Position directly supports management's efforts to meet program goals and objectives.

SECTION 3. JOB DESCRIPTION

List the major duties of the position. State the percentage of time for each duty. Mark "N" for new duties, "R" for revised duties or "NC" for no change in duties. Indicate whether the duty is an "essential" (E" or "Non-Essential" (NE) function.

55% NC E

Create/Review/Evaluate/Plan/Schedule incoming Digital Print work orders. Route work orders to proper work units; coordinate work orders requiring design, variable data programming, secure print and digital print, binding/finishing, inserting/mailing and delivery/shipping. Trouble shoot print files to insure they will print correctly. Order special stock as required. Monitor job orders and review progress to ensure accuracy and quality. Quality control by checking that all parts/materials are received and available for production staff.

Interpret and apply printing technologies and mailing laws to ensure produce the best value for the customer and the state. Evaluate workload, equipment capabilities and resources when determining the best way to produce jobs. Observe, practice and promote safe working conditions. Follow safety rules and procedures, follow established building security procedures. Promote harmonious working relationships with staff. May be required to train employees on procedures. Role models values of excellence in customer service in all interactions with customers and co-workers. Other duties as assigned

30% NC E

Initiate contact on a proactive basis with customers, supervisors, lead workers, production and distribution crews and customer relation managers to:

1) Set priorities for job completion and to expedite work flow;

2) Assure that planning and scheduling of projects will meet customers' expectations.

3) Review, track and update job status in tracking system(s)

4) Monitor progress of special or high profile jobs throughout production

5) Notify customer of job completion/status. This is usually done by email.

Resolve scheduling conflicts and production overloads by negotiating timeframes and work schedules with production staff, customer service reps, and management to revise priorities on a continual basis.

10% NC E

Develop, recommend, and revise work procedures and systems to assure efficient work flow or reduced operating costs. Direct work flow activities with other units. Compile statistics and prepare performance metrics reports.

5% N NE Other duties as assigned by management.

100 %

SECTION 4. WORKING CONDITIONS

Describe any on-going working conditions. Include any physical, sensory, and environmental demands. State the frequency of exposure to these conditions.

• Office/warehouse environment with frequent exposure to high level of noise due to the operation of printing and mailing equipment.
• Will require work at personal computer workstation

SECTION 5. GUIDELINES

List any established guidelines used in the position, such as state or federal laws or regulations, policies, manuals, or desk procedures.

Publishing and Distribution Safety Manual
United States mailing regulations/Domestic Mailing Manual
Department's Policy and Procedures Manual
• Statewide, Departmental, & Division policies and laws including but not limited to those addressing:
1. Security
2. Confidentiality
3. Violence, Harassment, Discrimination Free Workplace

How are these guidelines used?

To familiarize incumbent with existing policies and procedures and safety requirements for the plant. Provide a framework for developing new procedures to improve quality and on-time delivery of products. Understand mail requirements for package size and shape to ensure lower postage costs for customers. Increase awareness of equipment capabilities. Guide efficient and effective workflow and quality program.

SECTION 6. WORK CONTACTS

With whom, outside of co-workers in this work unit, must the employee in this position regularly come in contact?

Who	How	Purpose	How Often?
Customer Reps	In Person, by mail, email or telephone	Clarify Jobs Specs and Instructions	Daily
Customers	In Person, by mail, email or telephone	Coordinate customer needs (ie: Proofs)	As Needed
Lead Workers	In Person, by mail, email or telephone	Coordinate Job Tickets	Daily
Production Staff	In Person, by mail, email or telephone	Identify problems encountered	As Needed
Production Supervisors	In Person, by mail, email or telephone	Coordinate Job Tickets	Daily

SECTION 7. POSITION RELATED DECISION MAKING

Describe the typical decisions of this position. Explain the direct effect of these decisions.

Must be able to analyze job ticket specifications for complexity, method and adherence to policies. Considerations include type of printing, quality and expectations, mailing or distribution requirements, workload and due date. May need to redirect job priority and production method, which could upset co-workers. Positive affect includes better quality products, balanced workload, timely deliveries, efficiency and economy. The positive affect is good service and satisfied customers.

SECTION 8. REVIEW OF WORK

Job Profile	Position ID	How	How Often	Purpose of Review
BOS 1	1370001	In Person	Quarterly	Performance Evaluation
BOS1	1370001	In Person, by mail, email or telephone	Daily	Review immediate goals and objectives, and critical projects

SECTION 9. OVERSIGHT

What are the oversight activities for this position?

SECTION 10. ADDITIONAL POSITION RELATED INFORMATION

List any knowledge and skills needed at time of hire that are not already required in the classification specification:

This position is subject to a criminal records check, which may require fingerprints. If you are offered employment, the offer will be contingent upon the outcome of a criminal records check (FBI). Any history of criminal activity will be reviewed and could result in the withdrawal of the offer or termination of employment.

You are responsible to promote and foster a diverse and discrimination/harassment-free workplace; establish and maintain professional and collaborative working relationships with all contacts; contribute to a positive, respectful and productive work environment; maintain regular and punctual attendance; perform all duties in a safe manner; and comply with all policies and

procedures. Working in a team oriented environment requires participative decision making and cooperative interactions among staff and management. You are to be aware of Affirmative Action and the department's Diversity strategies and goals.

Additional skills, abilities and requirements:
Role models values of excellence in customer service in all interactions with customers and co-workers.

KNOWLEDGE AND SKILLS (KS)
General knowledge of digital printing and production mail technologies.
Basic knowledge of the principles and practices work organization and simplification.
Skill making decisions within established laws, rules, policies, or procedures.
Skill making independent judgments and decisions about a course of action to be taken.
Skill communicating orally and in writing with a variety of people, answering questions, and gathering and exchanging information.
Skill operating a computer to enter, update, correct, retrieve and manipulate, information.
Knowledge of proper grammar, punctuation, spelling, capitalization, and sentence structure.
Knowledge of arithmetic (addition, subtraction, multiplication, division, and percentage).

SECTION 11. BUDGET AUTHORITY

If this position has authority to commit agency operating money, indicate the following:

Operating Area	**Biennial Amount**	**Fund Type**

SECTION 12. ORGANIZATIONAL CHART

See Organizational Chart (attach copy or view within Workday).

SECTION 13. SIGNATURES

Employee	Date
Manager	Date
Appointing Authority	Date