



State of Oregon Position Description

Company: Department of Administrative Services
Organization: Customer Relations & Design - DAS
Service Type: Representable Classified

SECTION 1. POSITION INFORMATION

Job Profile Title:	Printing Production Coordinator	Job Profile ID:	C2475
Business Title:	Customer Service Rep	Position ID:	000000001238
Employee Name:	Vacant	Company ID:	10700
Representation:	OAS	Budget Auth No:	11780
Location:	Salem DAS Print Plant		
Supervisor:	Tony Rosendahl (Business Operations Supervisor 2)		
Position:	Printing Production Coordinator		
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.

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

The Department of Administrative Services (DAS) is the central administrative agency that leads state government to implement the policy and budget decisions of the Governor and Oregon Legislature. Employing an enterprise-wide perspective, DAS serves state government by developing and upholding accountability standards to ensure productive and efficient use of state government's financial, human and information resources.

DAS provides a stable management infrastructure and essential business services including technology, financial, procurement, publishing/distribution, human resources, and facility asset management. These services support and enable state and local government agencies to carry out their missions, benefiting all Oregonians.

The Publishing & Distribution 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 the Department of Corrections inmate work program. Its highly secured facility prints checks, warrants and other financial documents that are distributed to nearly all Oregonians. The program also processes incoming and outgoing federal mail, arranges common carrier shipping, and provides secure delivery and distribution services to public agencies throughout the Willamette Valley.

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:

This position provides guidance and recommendation to agency customers with their publishing and mailing needs. This position requires a comprehensive knowledge of printing and mailing industry standard procedures, including expert knowledge of electronic files, digital printing, bindery operations, and mailing specifications. Using this knowledge, this position confers on a regular basis with agency representatives on their projects to ensure that fiscal responsibility and efficiency of printing and mailing is met. This position assesses all incoming orders from customers as well as making the determination on what work is sent to partnering QRF's, Correctional Facility, Price Agreements, or Outside Vendors based on the DAS Procurement Buy Decision checklist. This position is responsible for managing their own agency projects. In addition, this position is responsible to respond to, manage, delegate, and assign customer questions, comments, and concerns submitted through email to the shared customer service inbox. It is expected that this position creates and update documentation stating procedures, statements of work, and service level agreements for agency projects. This position serves as primary point of contact for a number of assigned agencies as well as acting as a backup for other CSR agency assignments.

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.

40%-NC-E

Initiates and responds to customer contact to assist agencies in planning publishing and/or mailing projects. Assists agencies in complex publishing/ mailing project management. Analyzes specifications. Provides cost estimates and makes recommendations regarding most economical printing/ mailing methods. Represents multiple services including, but not limited to: digital print, mailing and distribution, and contract services.

30%-NC-E

Performs initial review and evaluates all incoming work orders to determine the most economical and efficient manner in which orders can be handled, considering service requirements, outside vendor capabilities, digital print resources available, and conformance with state and federal laws, rules and policies. Makes the initial determination on whether to produce at State facilities (in-plant) or buy-out based on these factors and current policies.

Analyzes specifications for possible production problems to see if there are alternate specifications that may result in time or cost savings. Examines previous file, when available, to gather additional information. Determines most economical and efficient manner in which orders can be handled, considering service requirements, resources available, and project timelines.

10%-NC-E

Develops and provides training to agencies on current and new publishing technologies and mailing options and USPS changes.

5%-NC-NE

Participate in the development of the CSR Strategies & overall marketing efforts.

5%-NC-NE

General to advanced knowledge of standard print management software, project management/coordination software, and desktop publishing software in order to successfully process, build, screen and troubleshoot customer projects, templates, and orders.

5%-NC-N/E

Analyzes customer complaints and negotiates resolutions within the scope of responsibilities. Engages in proactive problem solving.

5%-NC-NE

Other duties as assigned

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.

This position involves frequent contact with executives, management, and staff both internal and external to the organization. It requires working with a variety of people and situations, which requires the incumbent to exercise diplomacy. Confidentiality of information must be maintained at all times. This position requires the ability to work on multiple tasks simultaneously, sometimes within short time frames, and interface effectively with business partners. It requires maintenance of tight deadlines and close coordination of a large number of tasks. Often travel to meetings is required with some travel to trainings. There can be frequent interruptions, demanding timeframes, and non-traditional working hours. At times, weekend and evening work is required to meet customer demands and department deadlines. This position requires significant use of a computer and video-conferencing.

Where an employee's duties can be successfully performed away from their central workplace, an employee is eligible for remote work, upon agency approval.

This position is suitable for remote work options.

There may be times that a position or an individual must be located full-time, on-site, within traditional business hours. Times when on-site presence can be required include but are not limited to training, performance, business alignment, accommodations, or resource availability.

To be eligible for remote work, staff must have a home workspace that meets all applicable technology, security and safety requirements including the ability to provide protection of confidential information. Staff are responsible for obtaining an appropriate broadband internet connection for working remotely.

Staff working remote shall:

- Meet all responsibilities and perform all duties as if their role was performed in a traditional work setting.
- Comply with all agency policies, guidelines, and management directives.
- Maintain a professional demeanor in the performance of all duties.
- Meet and maintain performance expectations.
- Be available each week during established work hours, as determined by the business need.

DAS is committed to diversity. Diversity efforts reinforce respectful treatment of others in the workplace. These efforts focus on identifying ways to work better together, reducing conflict by increasing understanding, improving collaboration, fostering teamwork, and increasing productivity and quality of services delivered by DAS. 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.

Working in a team-oriented environment requires participative decision making and cooperative interactions among staff and management. This includes maintaining regular and punctual attendance; performing all duties in a safe manner; and complying with all policies and procedures.

Duties are performed in a cubicle office design resulting in on-going audible distractions. Requires sitting for extended times working at a computer terminal, and answering telephone. Also may require walking to other areas of the office locations in the 70,000 square foot facility. May include occasional travel.

SECTION 5. GUIDELINES

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

Department/Division Policies, Division Operating Procedures, Oregon Administrative Rules, Oregon Revised Statutes, Attorney General's Model Public Contract Rules.

- 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 ensure that work is performed in accordance with established job standards and requirements, and that general goals of work unit are met.

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?
Agency Customers	In Person, by mail, email or telephone	To clarify specs, advise, resolve issues.	Daily
P&D Staff	In Person, by mail, email or telephone	To clarify specs, request info, resolve issues.	Daily
P&D Vendors	In Person, by mail, email or telephone	To request quotes, clarify specs, request information.	As Needed

SECTION 7. POSITION RELATED DECISION MAKING

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

Must be able to assist agencies with questions regarding publishing and mailing needs. Give advice on complex publishing and mailing projects and will be required to coordinate and manage the project through completion. Must be able to analyze order(s) for complexity, method of production and adherence to printing and mailing laws. Analysis will be the basis for determining how best to produce the order.

Accuracy of data entry and job processing is critical to ensure projects are completed on time and as requested by the customer. Wrong or poor decisions could result in incorrect or untimely processing of orders and adversely affect the cost of publishing, the quality of product delivered, and the agency program for which the use of the product is intended. Good decisions will result in the most economical publishing costs to the State. This position makes the decision to initiate reprints to correct errors at Publishing and Distribution at cost when necessary.

SECTION 8. REVIEW OF WORK

Job Profile	Position ID	How	How Often	Purpose of Review
Business Operations Supv 2	1690402	In Person, by mail, email or telephone	Quarterly	Performance Evaluation
Business Operations Supv2	1690402	In Person, by mail, email or telephone	As Needed	Regular check ins; Review and progress of work

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:

Excellent verbal skills, written communication skills, and computer skills are required. Ability to remain calm, courteous and effective in all dealing with agency customers, printing vendors and State Services Division staff. Ability to maintain confidentiality. Prioritize workload and the ability to multi-task.

Sufficient knowledge of publishing and mailing processes and technology to perform duties of this position.

Enthusiasm and eagerness to gain customer confidence while attaining State Services Management Division goals.

Employee is required to possess and maintain a valid driver's license issued by the state where the employee resides or provide an acceptable alternate mode of transportation.

Behavioral Expectations:

Role models values of excellence in customer service in all interactions with customers and co-workers. Observes, practices, and promotes safe working conditions. Follows safety rules and procedures.

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