**Position Title:** Print Production Coordinator  
**Position Department:** A.S. Print & Technology Center  
**Status:** Full Time, Non-Exempt (with reduced summer hours)  
**Salary:** $22.84 - $25.24 per hour (annualized at $47,500 - $52,500)  
**Reports To:** Print & Operations Manager

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**POSITION PURPOSE:**
Under the direction of the Associated Students Print & Operations Manager, the Print Production Coordinator is responsible for the timely coordination, production, and delivery of print orders of the Print & Technology Center (PTC), which serves San Jose State University students, faculty, staff, and departments.

**ASSOCIATED STUDENTS:**
Associated Students (A.S.) represents the students of San José State University and speaks on their behalf for various policy making, academic and event planning decisions. Associated Students, SJSU is an independent non-profit corporation serving as an auxiliary and student government for San Jose State University.

**EDUCATION/ EXPERIENCE:**
- A BA/BS degree in a related field or a minimum of 2 years of copy center experience is required.
- General knowledge of various employment laws and practices.
- Experience with supervision, database management, workflow management & record-keeping.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**
1. Responsible for the coordination of the day-to-day operations of all print-related services and orders of the PTC. Ensure timely completion and delivery of orders. Must be able to operate and oversee cash registers with a high degree of accuracy. Assist the Print & Operations Manager in reviewing rates and expenditures within different services and determining pricing structures. Assist in identifying copy and print services needed by SJSU students, faculty, & staff.

   Priority Weight Assigned: 25%

2. Assist in performing all functions related to Human Resources in the areas of recruiting, interviewing, hiring, training, evaluating, and terminating PTC front counter and printing student staff. Comply with Human Resource policies and procedures. Coordinate student availability, develop student schedules, and ensure timely responses to staffing needs and filling open staff positions. Meet deadlines associated with timelines for new hires, payroll, timecard approvals, work study, and reviews. Assist in conducting staff meetings and coordinating cash handling procedures with the A.S. General Services Center staff.

   Priority Weight Assigned: 10%

3. Supervise and train a staff of 10-20 part-time student employees. Set priorities and coordinate print order workflow, including delegation of work orders to trained staff as appropriate. Supervise front counter and customer service interaction. Check completed work for accuracy in both pricing and quality. Provide training to front counter staff to develop and maintain excellent customer service skills and ability for staff to consult with customers about their orders and printing needs. Assist in the development and training of staff in the operation of equipment, cash control procedures, production, and quality control in collaboration with Print and Operations Manager. Assist in reviewing and evaluating staff work quality, punctuality, initiative, and customer service.
4. Assist in maintaining and operating the printing equipment in top working condition. Operate high-speed MFPs at peak production periods. Must be familiar with print control software. Must also be knowledgeable in color calibration, paper registration, and basic machine maintenance. Fill in during any staff shortages to maintain production capacity. Assist with inventory control of all materials, including delegation of physical inventory checks and supply re-ordering. Maintain working knowledge of current prices and quality of paper and other supplies. Verify all vendor billing and complete allocation forms in a timely and consistent manner.

Priority Weight Assigned: 25%

5. Assist the Print and Operations Manager in monitoring the annual budget related to maintaining adequate staffing. Ensure maintenance is upheld and supply inventory is adequate. Assist in preparing income and expense projections and any other data collection required to maintain adequate record of all print related services.

Priority Weight Assigned: 10%

6. Assist with cross-training. Any other related duties as assigned by the Print & Operations Manager.

Priority Weight Assigned: 5%

KNOWLEDGE, SKILLS, ABILITIES AND OUTCOMES:
- Ability to train, supervise, and coordinate student staff, including skills at conflict resolution and negotiation.
- Ability to establish and maintain cooperative working relationships within a diverse University environment.
- Ability to organize and maintain inventory and perform related paperwork.
- Ability to exhibit high levels of competence with strong organizational skills while providing quality service in a fast paced work environment is required.
- Excellent verbal, written, analytical, and computational skills are essential, as well as an understanding of exceptional customer relations.
- Ability to stand for long periods of time, work in noisy environments, and lift and carry up to fifty (50) pounds of paper and/or supplies.
- Ability to perform at a skilled and technical level in all aspects of high-speed black & white, color, and bindery production.
- Ability to coordinate workflow and direct resources to meet deadlines.
- Ability to effectively present information and respond to questions from managers, students, and the general public.
- Ability to write business correspondence, reports, and procedural manuals.
- Ability to work independently with little to no supervision.
- Ability to interpret technical procedures and/or regulations.
- Intermediate knowledge of MS Office & Adobe Creative Cloud programs.
- Intermediate knowledge of wide-format printing from various applications.
- Intermediate knowledge of multiple finishing machines, including booklet finishers, cutters, and folders.
- Intermediate knowledge of cash register & credit card systems.
- Knowledge of print control software.
- Knowledge of color calibration and profiles, as well as Pantone colors.
- Excellent verbal and written communications skills.
- Excellent interpersonal skills.

GUIDELINES
This position is not exempt from the provisions of Section 1 of the California Industrial Welfare Commission Orders.

This position has been identified as a mandated reporter required to report the observed or suspected abuse or neglect of children, dependent adults, or elders to designated law enforcement or social service agencies. Employees also have a duty to report incidents of Sex Discrimination, Sexual Harassment, Sexual Misconduct, Dating and Domestic Violence, and Stalking when they are on notice of them as set forth in CSU Executive Orders 1095, 1096, and 1097. We reserve the right to make employment contingent upon completion of signed statements acknowledging the responsibilities of a mandated reporter.
This position may be exposed to sensitive or personal information and is required to comply with the requirements set forth by the Integrated CSU Administrative Manual 8000 series and Associated Students Information Security Standards as a condition of employment.

A background check (including a criminal records check) must be completed satisfactorily before any candidate can be offered a position within Associated Students. Failure to satisfactorily complete the background check may affect the application status of applicants or continued employment of current Associated Students employees who apply for the position.

Associated Students is an equal opportunity employer and will consider all qualified applicants without any regard to race, color, national origin, ancestry, religion, creed, age, disability, medical condition, sex, sexual orientation, gender identity, genetic information, marital status, military and veteran status or any other basis protected by federal, state, or local laws. If you are an individual with a disability and require a reasonable accommodation to complete any part of the application process and/or need an alternative method of applying, please email as-hr@sjsu.edu. Associated Students hires only individuals lawfully authorized to work in the United States (Public Law 99-603).

APPLICATIONS
Applicants must submit a complete application through the Associated Students applicant tracking system, ADP. Only complete applications will be considered.

DEADLINE
Application Review will be on October 18th, 2017. The position will remain open until filled.

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