

## **PRINTING SERVICES CUSTOMER SERVICE REPRESENTATIVE**

Code No. 4-05-225

COMPETITIVE

**DISTINGUISHING FEATURES OF THE CLASS:** This position is located in a print shop and is responsible for assisting customers who request print services. Work involves assisting customers during all phases of the printing process, keeping them informed and monitoring the progress of their order. Work may involve travelling to various customer sites. The employee reports directly to and works under the general supervision of a managerial staff member. Supervision of others is not a responsibility of this class. Does related work as required.

**TYPICAL WORK ACTIVITIES:** (All need not be performed in a given position. Other related activities may be performed although not listed.)

Greets customers and obtains complete and accurate job specifications;

Confers with customers throughout production to keep them informed of the status of the job, answers inquiries and resolves complaints;

Secures customer approvals on materials and artwork;

Routes supplies and materials such as paste-ups, artwork, copy, film or prints to work areas to put job order into production;

Monitors progress of job order throughout production and confers with production personnel;

Secures any missing information on a timely basis from the customer;

Opens a job file to make sure all pertinent information is included;

Develops a production schedule in conjunction with production staff;

Maintains production schedule by transmitting proofs to the customer after production department approval and following up on their return;

Keeps accurate records of progress/disposition of job;

Advises production and customers of any delay;

Initiates change order forms for any extra changes or alterations; identifies chargeable and non-chargeable requests;

Attends daily production meeting pertaining to any jobs in production;

Closes out jobs for costing and billing, making sure all pertinent paperwork is present;

Files and maintains samples for completed jobs for future use;

Returns artwork and other materials to customers;

Visits customer sites as required.

**FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

Good knowledge of printing and pre-press functions and applications as related to electronic pre-press and printing; good knowledge of customer service practices; organizational skill; ability to keep records and reports; ability to establish and maintain professional working relationships; ability to prioritize; ability to communicate orally and in writing; ability to make sound decisions under pressure; flexibility; thoroughness; detail-oriented; courteous; attentive; good judgment; physical condition commensurate with the demands of the position.

**MINIMUM QUALIFICATIONS: EITHER:**

- A. Graduation from a regionally accredited or New York State registered college or university with a Bachelor's degree plus one (1) year of paid full-time or its part-time equivalent experience involving pre-press set-up, printing, graphic design, offset printing, or similar area; OR,
- B. Graduation from a regionally accredited or New York State registered college or university with an Associate's degree plus three (3) years of experience as defined in (A); OR,
- C. Any equivalent combination of training and experience and defined by the limits of (A) and (B) above.

**SPECIAL REQUIREMENT FOR APPOINTMENT IN SCHOOL DISTRICTS AND BOCES:**

Per Chapter 180 of the Laws of 2000, and by Regulations of the Commissioner of Education, to be employed in a position designated by a school district or BOCES as involving direct contact with students, a clearance for employment from the State Education Department is required.

**ADOPTED:** April 4, 2002