Adams12 Five Star Schools

# Job Description

Prepared/Revised Date: September 2026

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|---|---|---|---|
| Job Title: | **Printing Services Specialist** | Job Code: | **1500** |
| Job Family: | **Information Technology Support** | FLSA Status: | **Non-Exempt** |
| Pay Program: | **Classified** | Shift Differential: | **No** |
| Typical Work Year: | **12 months** | Pay Range: | **G12** |

**SUMMARY:** Manages the end-to-end production operations for District print, signage, and high-volume mailroom services. Directs project lifecycles from client consultation, prepress review, and scheduling to advanced digital printing, bindery, and distribution. Administers web-to-print systems, bulk mail software, and ticketed support channels while performing equipment maintenance, color calibrations, and vendor liaison duties. Handles daily departmental bookkeeping, invoicing, payment reconciliation, and inventory control to maintain a safe, efficient, and fully compliant production facility.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:** *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

| Job Tasks<br>Description | Frequency | % of Time |
|---|---|---|
| 1. Directs print shop order intake, scoping, and scheduling, consulting directly with clients to translate project parameters into technical job tickets and advise on economical printing and finishing options. Utilizes specialized graphic design and prepress knowledge to preflight files, verify colors, fonts, and graphics, and execute technical corrections for high quality output. Programs and prepares files using advanced WebCRD web to print software and desktop publishing suites, while managing multiple concurrent projects to ensure on time delivery. Responsibilities include releasing jobs to high speed digital presses, wide format printers, flatbed sign printers, and booklet makers, performing precise color and mechanical calibrations, and monitoring quality. Executes comprehensive multistage bindery finishing with precision using specialized equipment, including hydraulic cutters, heavy duty stitchers, GBC systems, spiral binders, high capacity laminators, and drills. Leads production of industrial grade aluminum and vinyl signage, overseeing flatbed printing, high durability lamination, and rigid mounting. Maintains detailed daily production logs and delivery manifests in Excel, while actively tracking and ordering shop inventory to ensure continuous operations. | D | 40% |
| 2. High-Volume Mailroom Logistics & USPS Compliance Manages District-wide mailroom logistics and high-volume mail distribution, coordinating the receiving, systematic sorting, and accurate routing of U.S. and intra-district mail, and facilitating timely mail collection and delivery services throughout the ESC facility and all District schools. Programs and operates automated mail folder/inserter systems and USPS mailing machines to process mass communications, such as report cards and official notices. The role is responsible for managing variable mailing databases to prepare and sort bulk mailings using BCC bulk mailing software, applying Optical Mark Recognition (OMR) processing to ensure efficiency and data integrity, and auditing postage utilization via computerized tracking systems to ensure full compliance with USPS bulk-mail regulations and secure maximum postal discounts for the District. | D | 23% |
| 3. Delivers as-needed technical support to District personnel and external clients experiencing issues placing orders, securing supplies, or managing print projects, managing inquiries via phone, email, and the Halo ticketing system. Provides simple user assistance on the WebCRD platform and basic troubleshooting for Google Workspace applications (such as guiding users on how to save files as PDFs for print submission). Collaborates with the Printing Services Manager to help develop and maintain the WebCRD platform, including administering select backend functions, assisting with the setup of price cards and associated system policies, and managing order flows within the application. Coordinates the incoming Printing Services helpdesk queue in the Halo ticketing application, troubleshooting basic software or supply management requests, and referring complex technical issues to the appropriate IT or vendor resource for assistance. | D | 15% |
| 4. Performs daily departmental bookkeeping, billing, and inventory procurement workflows. Responsible for the active tracking and control of print shop and postage inventory within budget constraints. Execute bookkeeping processes, including receiving payments, payment reconciliation, and submitting payment requests to disburse payments to external vendors. | D | 15% |
| 5. Maintain a high level of expertise in printing technologies, equipment configurations, and software enhancements. Perform routine preventative maintenance, color calibrations, and advanced mechanical troubleshooting on all digital production equipment internally. Diagnose complex equipment and printing issues to resolve them before escalating to authorized vendor service technicians, serving as the main liaison for external service representatives. | D | 5% |

| | | |
|---|---|---|
| 6. Perform other job-related duties as assigned by the Print Services Manager, contributing to overall departmental efficiency and support during high-demand administrative periods. | Ongoing | 2% |
| | TOTAL = | 100% |

**EDUCATION AND RELATED WORK EXPERIENCE:**

- High School Diploma or equivalent.
- Associate degree or formal vocational/technical training in Graphic Design, Business Administration, Printing Technologies, or a closely related field preferred.
- Minimum of four (4) years of progressive, hands-on experience in high-volume digital print production, prepress operations, or professional logistics, including at least one (1) year of experience with departmental bookkeeping, invoicing, or billing systems.
- One (1) year of customer project coordination or helpdesk technical support experience in a corporate or educational environment.
- One (1) year of experience preparing bulk mailings, processing mailing orders, or operating automated folding, inserting, and postage equipment preferred.

**LICENSES, REGISTRATIONS or CERTIFICATIONS:**

- Criminal background check required for hire.
- Successful completion of a post-offer physical examination is required prior to commencement of job duties.
- USPS Mail Design Professional (MDP) certification, certification or manufacturer-specific digital press workflow certifications (e.g., Fiery, Ricoh, or Xerox) preferred.

**TECHNICAL SKILLS, KNOWLEDGE & ABILITIES:**

- Helpdesk & IT Queue Systems: Advanced proficiency using ticketing applications (such as Halo ITSM) to triage, manage, track, and resolve system support workflows under defined service SLAs.
- Financial Bookkeeping: Solid understanding of receiving payments, invoicing, payment reconciliation, and voucher submissions in platforms such as Oracle Fusion.
- Prepress & Graphic Design: Proficient technical skill and experience utilizing the Adobe Creative Cloud suite (Illustrator for layout, Photoshop for color corrections, Acrobat Pro for preflighting) and Microsoft Publisher to optimize files for high-speed digital output.
- Mailing Software & Compliance: Operating knowledge of Bulk Mail Professional, Relay Integrity Pro, and postage meters, with a deep understanding of USPS postal rules and compliance regulations to secure bulk-mail discounts.
- Merge Operations: Ability to program and run advanced merge applications using Excel, Publisher, and Adobe Acrobat for highly customized, variable-data print and mailing runs.
- Equipment Diagnostics: Expertise in operating, calibrating, and performing advanced troubleshooting on high-speed production digital presses, automated in-line booklet makers, wide-format printers, and automated mail folder/ inserter systems.
- Soft Skills: Exemplary customer service, communication, and interpersonal skills; strong critical thinking, problem-solving, and time-management capabilities to manage shifting priorities and frequent interruptions autonomously.
- Ability to promote and follow Board of Education policies, District policies and building and department procedures.
- Ability to recognize the importance of safety in the workplace, follow safety rules, practice safe work habits, utilize appropriate safety equipment and report unsafe conditions to the appropriate administrator.
- Ability to stay current with district policy, standards and training in the areas of data quality, data privacy, and cybersecurity with respect to student and staff data, and related information systems.
- Ability to engage in effective communication, collaboration, and teamwork with individuals from diverse backgrounds, cultures, and perspectives, while demonstrating respect and appreciation for their differences.

**MATERIALS AND EQUIPMENT OPERATING KNOWLEDGE:**

- Operating knowledge of and experience with personal computers and peripherals.
- Operating knowledge of and experience with Microsoft Office, (Microsoft Word, Excel, PowerPoint, Publisher), Google Workspace (Gmail, Docs, Sheets, Slides), and Adobe Creative Cloud.
- Operating knowledge of and experience with typical office equipment, such as telephones, copier, fax machine, E- mail, etc.
- Operating knowledge of digital printing, Xerox or comparable networked digital copying and bookmaking systems and bindery equipment required.

**REPORTING RELATIONSHIPS & DIRECTION/GUIDANCE:**

| | POSITION TITLE | JOB CODE |
|---|---|---|
| **Reports to:** | Printing Services Manager | 5038 |

| | POSITION TITLE | # of EMPLOYEES | JOB CODE |
|---|---|---|---|
| **Direct reports:** | This job has no direct supervisory responsibilities. | | |

**BUDGET AND/OR RESOURCE RESPONSIBILITY:**

- This job has no budgetary responsibilities.

**PHYSICAL REQUIREMENTS & WORKING CONDITIONS:** *The physical demands, work environment factors and mental functions described below are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

| PHYSICAL ACTIVITIES: | Amount of Time | | | |
|---|---|---|---|---|
| | None | Under 1/3 | 1/3 to 2/3 | Over 2/3 |
| Stand | | | | X |
| Walk | | | | X |
| Sit | | | X | |
| Use hands and fingers to handle and/or feel | | | | X |
| Reach with hands and arms | | | | X |
| Climb or balance | | | X | |
| Stoop, kneel, crouch, or crawl | | | X | |
| Talk | | | X | |
| Hear | | | | X |
| Taste | X | | | |
| Smell | | X | | |

| WEIGHT and FORCE DEMANDS: | Amount of Time | | | |
|---|---|---|---|---|
| | None | Under 1/3 | 1/3 to 2/3 | Over 2/3 |
| Up to 10 pounds | | | | X |
| Up to 25 pounds | | | | X |
| Up to 50 pounds | | | X | |
| 51 to 100 pounds | | X | | |
| More than 100 pounds | X | | | |

| MENTAL FUNCTIONS: | Amount of Time | | | |
|---|---|---|---|---|
| | None | Under 1/3 | 1/3 to 2/3 | Over 2/3 |
| Compare | | | | X |
| Analyze | | | | X |
| Communicate | | | | X |
| Copy | | X | | |
| Coordinate | | | | X |
| Instruct | | X | | |
| Compute | | | X | |
| Synthesize | | X | | |
| Evaluate | | | X | |
| Interpersonal Skills | | | | X |
| Compile | | | | X |
| Negotiate | | X | | |

| WORK ENVIRONMENT: | Amount of Time | | | |
|---|---|---|---|---|
| | None | Under 1/3 | 1/3 to 2/3 | Over 2/3 |
| Wet or humid conditions (non-weather) | X | | | |
| Work near moving mechanical parts | | | X | |
| Work in high, precarious places | | X | | |
| Fumes or airborne particles | | X | | |
| Toxic or caustic chemicals | | X | | |
| Outdoor weather conditions | X | | | |
| Extreme cold (non-weather) | X | | | |
| Extreme heat (non-weather) | X | | | |
| Risk of electrical shock | | X | | |
| Work with explosives | X | | | |
| Risk of radiation | X | | | |
| Vibration | | X | | |

| VISION DEMANDS: | Required |
|---|---|
| No special vision requirements. | |
| Close vision (clear vision at 20 inches or less) | X |
| Distance vision (clear vision at 20 feet or more) | X |
| Color vision (ability to identify and distinguish colors) | X |
| Peripheral vision | X |
| Depth perception | X |
| Ability to adjust focus | X |

| NOISE LEVEL: | Exposure Level |
|---|---|
| Very quiet | |
| Quiet | |
| Moderate | |
| Loud | X |
| Very Loud | |