Position Summary: Serves as a lead operational coordinator in the Document Services department. Will be assigned to specialize in either distribution or duplication, and will also provide competent backup support for the other specialty.

Qualifications: Requirements include: High school diploma or equivalent; experience leading others, ability to work and multi-task with minimal supervision; excellent customer service skills; dependability, flexibility and a valid California driver’s license with a clean driving record in order to frequently drive to local USPS branches. General computer skills including Windows and Excel is a must, knowledge of Adobe Illustrator and Microsoft Publisher is desired. Also requires: ability to lift up to 70 pounds and to stand on feet for a minimum of 5 and an average of 7 hours per day. Previous mail/postal/reprographics experience, along with cash-handling experience, is highly desired.

Responsibilities:
Retail Services
- Serve customers at either retail window including sale of copies, stamps, supplies and services.
- Set up operation in the morning and close it at the end of business daily.
- Complete weekly cash deposit and monitor stamp and supplies inventory.
- Perform accurate and timely data entry for sales and charge-backs.

Document Distribution
- Provide all basic services in document distribution including: sort, stuff and forward US mail and intra-campus mail; pick up and deliver mail to local USPS branch; pick up and deliver mail to departments on campus; process and manifest inbound/outbound UPS & FedEx shipments.
- Operate a service window for sales of stamps and supplies, as well as other postal services such as package shipping and overnight express.
- Operate automated tracking system, postage meter machine, electronic scales, cash register, sealer, tabber, direct impression printer, fax, stamp machine and other postal and bulk mail equipment.
- Assign and maintain campus post office boxes for all members of the campus community.
- Use specialized software and equipment for assigned functions in the production of bulk-mail jobs.

Document Duplication
- Provide all basic services in document duplication operation including: produce copies; perform post-duplication operations of cutting, folding, collating, binding,
etc; assist in monitoring and maintenance of satellite equipment and services for copiers, fax machines, coin-op devices, etc; handle network job release.

- Operate and maintain duplicating and related equipment including but not limited to: digital duplicators, color copier, wide format printer, booklet maker, high speed folder inserter, electromechanical cutter, laminator, thermal and spiral binders, plus some 30 satellite copiers and fax machines located around the campus.
- Order, receive and distribute paper, copier supplies, and other supplies at sites around the campus.
- Serve as the central coordinator of campus-wide print services, including machine replacement, maintenance, and consumables supply, plus training for campus staff regarding use of printer drivers, and on usage of networked color printer and other networked printing devices.
- Serve as the college’s expert on color output, including tasks such as file transfer, scanning, image editing, custom color balancing, and network job release.
- Use specialized software (such as the Adobe CS suite) to provide consulting and assistance with customer-designed documents.

**Common Operations & Expectations**

- Serve as primary coordinator for daily operations, as directed
- Recruit, select, train, supervise, and motivate student assistants.
- Produce timely chargebacks for departments.
- Perform ongoing maintenance, troubleshooting and basic equipment repairs.
- Oversee cash management, including reconciliation, deposits and reporting.
- Assist in any departmental function as needed and as assigned.
- As assigned, may assume lead role in manager’s absence.
- Expectations for workplace demeanor include but are not limited to: working collaboratively and harmoniously with co-workers, customers and others by sharing ideas and resources willingly, constructively and positively; listening to and objectively and respectfully considering the ideas and perspectives of others; readily admitting and correcting personal mistakes; meeting commitments; keeping your supervisor and others who may be affected informed about work progress; addressing problems willingly and constructively to discover practical and lasting solutions acceptable to all parties; working promptly toward reconciliation and forgiveness during conflict; respecting the diversity of our community in words and deeds.

**Reports to:** Document Services Manager/Project Assistant

**Application Procedure:** Visit [www.westmont.edu](http://www.westmont.edu) to complete an online application.

03.2011