

## Printing and Distribution Technician

FLSA Status: Covered  
Bargaining Unit: District Council of Trade Unions (DCTU)

### General Summary

Positions in this broad class produce and distribute printed, graphic and electronic materials under strict time deadlines and cost accountability, requiring knowledge of printing processes and reprographic methods. This class contains four tracks of specialization: reprographics, distribution, customer service and electronic pre-press.

**Printing and Distribution Technician, Assistant - 30000040**

#### Distinguishing Characteristics

The shared entry level of this class typically assists in any of the printing and distribution processes, such as bindery, photocopying, micrographics and mailroom. It differs from other City classes by the requirement for working knowledge of printing and reprographic processes.

#### Typical Duties/Examples of Work

1. Assists in bindery operations and operates a wide range of bindery equipment.
2. Assists in preparing materials for microfilming.
3. Assists in operating photocopying equipment for routine jobs.
4. Assists in various mail room processes, such as operating mail metering machine, shipping packages, delivering printing and picking up mail on foot for City bureaus within the downtown radius.
5. Performs data entry for billing purposes.
6. Performs related duties as assigned.

#### Required Knowledge, Skills and Abilities

Knowledge of: basic printing and reprographic processes

Ability to: communicate effectively; read a variety of printed materials and handwritten instructions; perform accurate math computations; operate a variety of computerized equipment; perform data entry using a keyboard

Skill in: cooperative team work; manual dexterity

**Special Requirements**

None

**Classification History:**

Adopted: 2-03-99:

Class created as a result of DCTU Classification and Compensation Study 1998-99. This class is composed of the following classes:

0349 Reproduction Technician Adopted: 06-21-83

Revised: 02-16-93 (formerly titled Reproduction Operator Trainee)

June 2009 - Change Job Class number from 0335 to 30000040, due to system change.

**Distribution Technician - 30000041**

**Distinguishing Characteristics**

The first level of specialization in this class (as is the Reprographic Operator I) typically processes and delivers U.S. mail, inter-City mail and specialty service deliveries. It differs from the Printing and Distribution Technician, Assistant by independently processing and delivering printing and mail, requiring knowledge of postal regulations. It differs from Reprographic Operator I by the focus on distribution of materials.

**Typical Duties/Examples of Work**

1. Picks up, sorts and delivers U.S. mail and specialty services deliveries for the City; picks up, sorts and delivers inter-office City mail.
2. Sorts, processes, meters, posts and mails outgoing mail according to postal and specialty service regulations and procedures.
3. Picks up and delivers printing jobs, supplies and stores as designated.
4. Completes service requests for delivery and pick-up of furniture and large deliveries.
5. Fills postal meters, deposits checks, and picks up postal supplies.
6. Provides information on distribution and mail system to users as requested.

- 7. Provides interface between copier maintenance vendors and City customers; schedules copier service and orders supplies; delivers copier supplies to City bureaus; troubleshoots and performs minor repairs to copiers City-wide; trains customers in use and care of copier equipment; bills customers for copier usage.
- 8. Safely operates delivery vehicle in all traffic and weather conditions.
- 9. Performs related duties as assigned.

**Required Knowledge, Skills and Abilities**

Knowledge of: safe vehicle operation; postal and specialty services rules and regulations

Ability to: read maps; operate postal equipment; sort items accurately; maintain timely routes and schedules; lift and handle heavy loads safely; set schedules and priorities; service and troubleshoot copier equipment

**Special Requirements**

Valid driver’s license

**Classification History:**

Adopted: 2-03-99:

Class created as a result of DCTU Classification and Compensation Study 1998-99. This class is composed of the following classes:

- 0125 Mail Clerk I Revised 02-17-81
- 0127 Delivery Driver Revised 08-04-76, 08-17-76

June 2009 - Change Job Class number from 0337 to 30000041, due to system change.

**Distribution Technician, Lead - 30000042**

**Distinguishing Characteristics**

The journey level of this class (as is Reprographic Operator II, Printing & Distribution Customer Service Representative, and Electronic Pre-Press Operator) typically provides the full range of lead responsibilities for an assigned distribution shift. It differs from Distribution Technician in the lead role, and in troubleshooting and resolving problems, although it also performs all of the functions of the technician level. Note: This is a premium pay class for

assignment of lead duties. Employees do not accrue seniority or obtain status in this class. Employee is assigned from a base class.

**Typical Duties/Examples of Work**

1. Serves as lead for assigned distribution shift; schedules, assigns and sets priorities for work; provides training and coaching; oversees and reviews work; provides input to performance evaluation and hiring.
2. Troubleshoots and resolves customer service, equipment and related problems.
3. Performs related duties as assigned.

**Required Knowledge, Skills and Abilities**

Knowledge of: effective principles and practices of leadership

Ability to: schedule and assign the work of others

Skill in: providing mail and delivery services; demonstrating techniques to others; providing training to others; providing lead direction to staff; including assigning and reviewing work

**Special Requirements**

Same as Distribution Technician

**Classification History:**

Adopted: 2-03-99:

Class created as a result of DCTU Classification and Compensation Study 1998-99.

June 2009 - Change Job Class number from 0339 to 30000042, due to system change.

**Printing and Distribution Customer Service Representative - 30000043**

**Distinguishing Characteristics**

The journey level of this class (as is Reprographic Operator II, Electronic Pre-Press Operator and Lead Distribution Technician) typically provides customer service and technical assistance to customers, and performs sales and marketing activities for printing and distribution. It differs from the other equivalent levels within Printing and Distribution by the focus on customer service. It differs from

the citywide class of Customer Service Representative by the requirement for knowledge and skill in reprographic processes.

**Typical Duties/Examples of Work**

1. Consults with customers on a variety of factors related to reprographic processes and postal requirements; determines customer needs and provides technical assistance and advise on processes, options and costs.
2. Receives work orders; answers customer inquiries and addresses customer complaints.
3. Enters job orders and schedules work to meet deadlines; tracks orders in production; corrects problems interfering with completion.
4. Operates a variety of scanning, printing and copying equipment; receives and receipts monies for cash sales.
5. Provides cost estimates and quotes.
6. Performs a variety of sales, marketing and customer service activities to secure and service customers.
7. Provides back-up and peak-load assistance to other units by setting up jobs, making plates, and related reprographic, electronic pre-press and distribution work.
8. Performs related duties as assigned.

**Required Knowledge, Skills and Abilities**

Knowledge of: printing and distribution operations and products, including papers, inks, reprographics, pre-press and bindery; cost efficiencies; copyright laws

Ability to: perform a wide variety of printing and distribution processes; exercise tact and diplomacy with a diversity of others; establish and maintain effective interpersonal relationships with a diversity of others

Skill in: providing effective customer service; promoting products and services; providing accurate bids and quotes; color and design

**Special Requirements**

None

**Classification History:**

Adopted: 2-03-99:

Class created as a result of DCTU Classification and Compensation Study 1998-99. This class is composed of the following classes:

0351 Repro. OP II Adopted: 06-21-83; Revised: 10-09-96

June 2009 - Change Job Class number from 0340 to 30000043, due to system change.

**Printing and Distribution Customer Service Rep., Lead - 30000044**

**Distinguishing Characteristics**

The lead level of this class (as is the Reprographic Operator III, and the Lead Electronic Pre-Press Operator) typically provides the full range of lead responsibilities for an assigned customer service shift. It differs from Printing and Distribution Customer Service Representative in providing the full lead role for customer service, and in troubleshooting and resolving problems, although it also performs all of the functions of the lower level. Note: This is a premium pay class for assignment of lead duties. Employees do not accrue seniority or obtain status in this class. Employee is assigned from a base class.

**Typical Duties/Examples of Work**

1. Serves as lead for assigned customer service shift; schedules, assigns and sets priorities for work; provides training and coaching; oversees and reviews work; provides input to performance evaluation and hiring.
2. Troubleshoots and resolves customer service, equipment and related problems.
3. Provides a variety of administrative functions, such as ordering supplies, preparing reports and serving as liaison to other units and management.
4. Recommends operational and procedural improvements and enhancements.
5. Performs related duties as assigned.

**Required Knowledge, Skills and Abilities**

Knowledge of: effective principles and practices of leadership

Ability to: communicate effectively, orally and in writing; order supplies; provide effective recommendations; schedule and assign the work of others

Skill in: providing lead direction to staff, including assigning and reviewing work; The full range of customer service processes; diffusing and resolving difficult situations; troubleshooting, diagnosis and repair; demonstrating techniques to others; providing training to others; providing lead direction to staff; including assigning and reviewing work

**Special Requirements**

None

**Classification History:**

Adopted: 2-03-99:

Class created as a result of DCTU Classification and Compensation Study 1998-99. This class is composed of the following classes:

0129 Mail Supervisor Adopted: 04-01-93 (Specification finalized 4-29-94)

June 2009 - Change Job Class number from 0341 to 30000044, due to system change.

**Electronic Pre-Press Operator - 30000045**

**Distinguishing Characteristics**

The journey level of this class (as is Reprographic Operator II, Printing & Distribution Customer Service Representative, and Lead Distribution Technician) typically creates artwork using computer applications as output to a printer or platemaker. It differs from the other equivalent levels within Printing and Distribution by the focus on pre-press artwork.

**Typical Duties/Examples of Work**

1. Performs electronic pre-press processes; typesets a wide range of materials to be reproduced by printing presses or high-speed copiers.
2. Manipulates electronic files to correctly generate plates or hard copy; applies various methods to make customer-provided electronic files compatible with applications used.
3. Scans and converts customer-provided artwork for output to platemaker, printer or copier.
4. Scans and converts photos, slides or negatives for artwork and electronic access.

- 5. Provides technical support to customers in all areas of electronic pre-press processes.
- 6. Maintains records of electronic files; modifies, reduces and re-uses electronic files; enters billing information.
- 7. Takes and prints photograph for City employee identification cards.
- 8. Performs related duties as assigned.

**Required Knowledge, Skills and Abilities**

Knowledge of: various customer applications to create electronic files; cross-platform issues and solutions; applications and utility programs for electronic conversions

Ability to: communicate technical concepts to non-technical customers; operate a variety of computer applications and software, including photo enhancing

Skill in: electronic pre-press functions and typesetting; establishing, maintaining and accessing files; design and layout

**Special Requirements**

None

**Classification History:**

Adopted: 2-03-99:

Class created as a result of DCTU Classification and Compensation Study 1998-99. This class is composed of the following classes:

0351 Repro. OP II Adopted: 06-21-83; Revised: 10-09-96

June 2009 - Change Job Class number from 0345 to 30000045, due to system change.

**Electronic Pre-Press Operator, Lead - 30000046**

**Distinguishing Characteristics**

The lead level of this class (as is the Reprographic Operator III, and the Lead Printing and Distribution Customer Service Representative) typically provides the full range of lead responsibilities for an assigned electronic pre-press shift. It differs from Electronic Pre-Press Operator in providing the full lead role for the pre-press function, and in troubleshooting and resolving problems, although it also performs all of the functions of the lower level. Note: This is a premium pay class for assignment of lead duties. Employees do not accrue seniority or obtain status in this class. Employee is assigned from a base class.

**Typical Duties/Examples of Work**

1. Serves as lead for assigned electronic pre-press shift; schedules, assigns and sets priorities for work; provides training and coaching; oversees and reviews work; provides input to performance evaluation and hiring.
2. Troubleshoots and resolves customer service, equipment and related problems.
3. Provides a variety of administrative functions, such as ordering supplies, preparing reports and serving as liaison to other units and management.
4. Recommends operational and procedural improvements and enhancements.
5. Performs related duties as assigned.

**Required Knowledge, Skills and Abilities**

Knowledge of: effective principles and practices of leadership

Ability to: communicate effectively, orally and in writing; order supplies; provide effective recommendations; schedule and assign the work of others

Skill in: providing lead direction to staff, including assigning and reviewing work; the full range of pre-press processes; diffusing and resolving difficult situations; troubleshooting, diagnosis and repair; demonstrating techniques to others; providing training to others; providing lead direction to staff; including assigning and reviewing work

**Special Requirements**

None

**Classification History:**

Adopted: 2-03-99:

Class created as a result of DCTU Classification and Compensation Study 1998-99.

June 2009 - Change Job Class number from 0346 to 30000046, due to system change.

**Reprographic Operator I - 30000047**

**Distinguishing Characteristics**

The first level of specialization in this class (as is the Distribution Technician) operates a variety of reprographic equipment, including digital copier/printers, microfilmers, and one-color offset presses not requiring close registry. It differs from the Printing and Distribution Technician, Assistant by independently

operating reprographic equipment requiring acquired skill, such as offset presses, performing routine maintenance of equipment, and performing quality control on finished products. It differs from Distribution Technician by the focus on reprographic processes.

**Typical Duties/Examples of Work**

1. Reproduces requested printing jobs from both hard copy and digital files for the City and other approved agencies, using high-speed black and color copier/printers and one-color offset presses not requiring close registry.
2. Prints files, merges variable data with static copy and performs basic layout and database preparation functions, using Adobe Acrobat and Microsoft Excel.
3. Performs the full range of bindery functions and operates a wide range of bindery equipment.
4. Performs data entry for billing, and inventory control procedures; maintains files and records.
5. Receives inventory and ships finished reprographic jobs; audits, finalizes and prints shipping invoices to customers.
6. Performs quality control review on finished work orders to ensure adherence to customer specifications.
7. Prepares various documents for microfilming; operates various microfilming equipment, such as cameras, reader-fillers and film processors.
8. Provides back-up and peak-load assistance to Distribution Technicians by delivering and picking up of printing and mail.
9. Performs related duties as assigned.

**Required Knowledge, Skills and Abilities**

Knowledge of: a wide range of digital and analog reprographic processes

Skill in: Basic use of Adobe Acrobat and Microsoft Excel; operating high speed digital reproduction equipment

Ability to: operate one-color offset press; verify data accuracy; maintain quality control

**Special Requirements**

Valid driver's license

**Classification History:**

Adopted: 2-03-99:

Class created as a result of DCTU Classification and Compensation Study 1998-99. This class is composed of the following classes:

0350 Repro. Op I Revised 06-21-83

Revised: October 2005 – updated for digital equipment used and for software knowledge needed.

June 2009 - Change Job Class number from 0350 to 30000047, due to system change.

**Reprographic Operator II - 30000048**

**Distinguishing Characteristics**

The journey level of this class (as is Printing & Distribution Customer Service Representative, Electronic Pre-Press Operator and Lead Distribution Technician) typically operates close-registry and multi-color presses, and may provide some lead functions for an assigned shift. It differs from Reprographic Operator I in the type of press operated, although it also performs all of the functions of the level I. It differs from the other equivalent levels within Printing and Distribution by the focus on reprographic processes.

**Typical Duties/Examples of Work**

1. Operates the full range of offset printing presses and digital copier/printers, including close-registry and multi-color presses; operates the full range of microfilming equipment.
2. Sets up, sequences and runs multiple jobs; coordinates the timing of jobs to complete work.
3. Serves as lead on assigned shift for a limited number of employees; communicates with assigned leads of other shifts on production, machine problems and repair, and other issues that arise; ensures timely completion and quality control of jobs; provides orientation and training to others on equipment operated.
4. Performs related duties as assigned.

**Required Knowledge, Skills and Abilities**

Knowledge of: effective principles and practices of leadership

Ability to: schedule and assign the work of others

Skill in: offset press operation, including close-registry and multi-color presses and high speed digital copier/printers; basic use of Adobe Acrobat and Microsoft Excel; demonstrating techniques to others; providing training to others; providing lead direction to staff; including assigning and reviewing work

**Special Requirements**

None

**Classification History:**

Adopted: 2-03-99:

Class created as a result of DCTU Classification and Compensation Study 1998-99. This class is composed of the following classes:

0351 Repro. Op II Adopted: 06-21-83; Revised: 10-09-96

Revised: October 2005 – updated for digital equipment used and for software knowledge needed.

June 2009 - Change Job Class number from 0351 to 30000048, due to system change.

**Reprographic Operator III - 30000049**

**Distinguishing Characteristics**

The lead level of this class (as is the Lead Printing & Distribution Customer Service Representative and the Lead Electronic Pre-Press Operator) typically provides the full range of lead responsibilities for an assigned reprographics shift. It differs from Reprographic Operator II in providing the full lead role for all levels of Reprographic Operators, and in troubleshooting and resolving problems, although it also performs all of the functions of the lower levels.

**Typical Duties/Examples of Work**

1. Serves as lead for assigned reprographics shift; schedules, assigns and sets priorities for work; provides training and coaching; oversees and reviews work; provides input to performance evaluation and hiring.
2. Troubleshoots and resolves customer service, equipment and related problems.
3. Provides a variety of administrative functions, such as ordering supplies, preparing reports and serving as liaison to other units and management.
4. Recommends operational and procedural improvements and enhancements.

- 5. Performs related duties as assigned.

**Required Knowledge, Skills and Abilities**

Knowledge of: effective principles and practices of leadership

Ability to: communicate effectively, orally and in writing; order supplies; provide effective recommendations; schedule and assign the work of others

Skill in: providing lead direction to staff, including assigning and reviewing work; The full range of reprographic processes; basic use of Adobe Acrobat and Microsoft Excel; diffusing and resolving difficult situations; troubleshooting, diagnosis and repair; demonstrating techniques to others; providing training to others; providing lead direction to staff; including assigning and reviewing work

**Special Requirements**

None

**Classification History:**

Adopted: 2-03-99:

Class created as a result of DCTU Classification and Compensation Study

1998-99. This class is composed of the following classes:

0354 Repro. Op III Revised 06-21-83, 06-05-89

Revised: October 2005 – updated software knowledge needed.

June 2009 - Change Job Class number from 0353 to 30000049, due to system change.

**Working Conditions**

Work in this class is typically performed in a shop environment. Depending upon specific assignment, incumbent is typically required to lift up to 50 pounds; to make deliveries in all weather conditions; to be exposed to high noise levels and reprographic chemicals; to work around machinery with moving parts.