

LEAD SUPPORT SERVICES ASSISTANT

DEFINITION

Acts as a lead and participates in the work of a small clerical unit engaged in providing reprographic and other related general support services such as courier, mail, and telephone.

TYPICAL DUTIES

Schedules, oversees, and participates in the work of a small clerical unit engaged in providing reprographic and related general support services such as courier, mail, and telephone.

Assigns, schedules, and reviews the work of the assigned staff.

Determines more efficient work procedures and techniques for assigned unit to ensure timely and efficient completion of work.

Sets-up and operates high-speed programmable photocopy machines in the reproduction of a wide variety of materials, such as forms, bulletins, charts, graphs, examinations, class materials, and reports.

Adjusts duplicating equipment to the size of the paper, placement of impression, and thickness of paper.

Cleans, adjusts, and makes minor repairs on reprographic equipment.

Receives, reviews, and completes job orders and follows-up for clarification when needed.

Responds to inquires from customers regarding the services provided by the unit.

Contacts service representatives regarding major repairs and service of reprographic equipment.

Checks materials reproduced for optimal copy clarity and intensity of imprint.

Operates various bindery and finishing equipment such as paper cutters, paper folders, collators, paper joggers, paper drills, laminators, staplers, stitchers, and scanners.

Assists users in the proper operation and use of standard photocopy machines.

Maintains files, procedures manuals, references, reprographic inventory, and other records.

Prepares or approves requisitions for office supplies.

Orders parts needed to make minor repairs on reprographic equipment.

Consults with customers on such matters as type of paper and color of inks to be used.

Provides training to assigned staff in the work of the unit.

May compute and check invoices.

May participate in preparing the annual budget for the unit and monitoring the expenditures.

Performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

A **Lead Support Services Assistant** performs lead duties for a small clerical unit responsible for providing reprographic services and other staff support services such as courier, mail, and telephone services.

A **Reprographic Equipment Operator** sets-up, operates, and performs minor maintenance on high-speed programmable photocopiers and other related reprographic equipment.

An **Offset Machine Operator** sets-up, operates, and performs minor maintenance on offset presses and other related reprographic equipment.

## SUPERVISION

General supervision is received from an academic or classified supervisor or administrator. Serves as a lead over assigned clerical staff.

## CLASS QUALIFICATIONS

### Knowledge of:

- Operation and care of high-speed programmable photocopiers and other related equipment
- Proper operation of binding and finishing equipment
- Paper stock, inks, and toners used in reproduction work
- Principles of training
- Principles of office management
- Principles of record keeping
- Capabilities of computer systems, software, and hardware used in assigned area

### Skill in:

- Operation of reprographic equipment

### Ability to:

- Provide leadership and technical assistance to others
- Train others in the work of the unit
- Give clear and concise instructions
- Set-up and operate high-speed programmable photocopiers and other reprographic equipment
- Make minor repairs and adjustments to reprographic equipment
- Meet schedules and timelines
- Perform work in accordance with specifications on work requests
- Maintains accurate records
- Accurately estimate quantity of materials needed to complete assignments
- Work effectively with administration, faculty, student, and office staff
- Make basic arithmetical calculations
- Learn general and specialized computer applications

## ENTRANCE QUALIFICATIONS

### Education and Experience:

Two years of full-time, paid experience in the operation and minor maintenance of high-speed programmable photocopiers and binding and finishing reprographic equipment. Lead experience in a small clerical unit responsible for general support services is desirable.

### Physical Requirements:

- Ability to stand for long periods of time.
- Ability to move and lift loads up to 50 pounds.