

PRINTING & DUPLICATION SERVICES

Broad Occupational Category - 86

DUTIES AND RESPONSIBILITIES

- *Track paper and supply inventory; identify low stock items and reorder.*
- *Train and guide lower-level staff on equipment operation and work standards.*
- *Set up, adjust, and operate digital and conventional printing, duplicating, and reproduction machines.*
- *Operate bindery, finishing, and mail inserter equipment.*
- *Perform quality control checks on print and copy jobs, and enforce quality standards.*
- *Process incoming work orders and assign jobs to appropriate machines.*
- *Ensure adherence to regulatory and safety standards across operations.*
- *Conduct minor maintenance and routine repairs on printing and office equipment.*
- *Verify accuracy and completeness of incoming materials and orders, including cost estimates.*
- *Resolve conflicts, workflow issues, or technical problems within the team.*
- *Mentor staff on troubleshooting equipment and production challenges.*
- *Schedule staff and manage workload to prevent production bottlenecks.*
- *Monitor workflow, production schedules, and job progress to meet deadlines.*
- *Prepare materials for mailing and adhere to USPS regulations.*
- *Consult with agency staff and external customers on specifications, layouts, materials, and methods for optimal outcomes.*

NEBRASKA

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COMPETENCIES

- **Action Oriented** - Enjoys working hard; is action oriented and full of energy for the things he/she sees as challenging; not fearful of acting with a minimum of planning; seizes more opportunities than others.
- **Approachability** - Is easy to approach and talk to; spends the extra effort to put others at ease; can be warm, pleasant, and gracious; is sensitive to and patient with the interpersonal anxieties of others; builds rapport well; is a good listener; is an early knower, getting informal and incomplete information in time to do something about it.
- **Patience** - Is tolerant with people and processes; listens and checks before acting; tries to understand the people and the data before making judgments and acting; waits for others to catch up before acting; sensitive to due process and proper pacing; follows established process.
- **Confronting Direct Reports** - Deals with problem direct reports firmly and in a timely manner; doesn't allow problems to fester; regularly reviews performance and holds timely discussions; can make negative decisions when all other efforts fail; deals effectively with troublemakers.
- **Customer Focus** - Is dedicated to meeting the expectations and requirements of internal and external customers; gets first-hand customer information and uses it for improvements in products and services; acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect.
- **Planning** - Accurately scopes out length and difficulty of tasks and projects; sets objectives and goals; breaks down work into the process steps; develops schedules and task/people assignments; anticipates and adjusts for problems and roadblocks; measures performance against goals; evaluates results.
- **Process Management** - Good at figuring out the processes necessary to get things done; knows how to organize people and activities; understands how to separate and combine tasks into efficient work flow; knows what to measure and how to measure it; can see opportunities for synergy and integration where others can't; can simplify complex processes; gets more out of fewer resources.

- **Time Management** - Uses his/her time effectively and efficiently; values time; concentrates his/her efforts on the more important priorities; gets more done in less time than others; can attend to a broader range of activities.
- **Dealing With Ambiguity** - Can effectively cope with change; can shift gears comfortably; can decide and act without having the total picture; isn't upset when things are up in the air; doesn't have to finish things before moving on; can comfortably handle risk and uncertainty.
- **Learning on the Fly** - Learns quickly when facing new problems; a relentless and versatile learner; open to change; analyzes both successes and failures for clues to improvement; experiments and will try anything to find solutions; enjoys the challenge of unfamiliar tasks; quickly grasps the essence and the underlying structure of anything.
- **Organizing** - Can marshal resources (people, funding, material, support) to get things done; can orchestrate multiple activities at once to accomplish a goal; uses resources effectively and efficiently arranges information and files in a useful manner.
- **Peer Relationships** - Can quickly find common ground and solve problems for the good of all; can represent his/her own interests and yet be fair to other groups; can solve problems with peers with a minimum of noise; is seen as a team player and is cooperative; easily gains trust and support of peers; encourages collaboration; can be candid with peers.
- **Problem Solving** - Uses rigorous logic and methods to solve difficult problems with effective solutions; probes all fruitful sources for answers; can see hidden problems; is excellent at honest analysis; looks beyond the obvious and doesn't stop at the first answers.
- **Technical Learning** - Picks up on technical things quickly; can learn new skills and knowledge; is good at learning new industry, company, product, or technical knowledge; does well in technical courses and seminars.
- **TQM/Re-Engineering** - Is dedicated to providing the highest quality products and services which meet the needs and requirements of internal and external customers; is committed to continuous improvement through empowerment and management by data; is willing to re-engineer processes from scratch; is open to suggestions and experimentation; creates a learning environment leading to the most efficient and effective work processes.

SMART Goal Prompting Questions

Track paper and supply inventory; identify low stock items and reorder

- What actions could you take to improve the accuracy and efficiency of tracking paper, supplies, and inventory levels?
- How will you measure success, such as fewer stockouts, reduced excess inventory, or more timely reorders?
- What inventory tracking tools, reorder points, or procedures could strengthen supply management?
- How does effective inventory management support uninterrupted production and responsible use of resources?
- By what date or inventory cycle will you aim to improve supply tracking and ordering practices?

Train and guide lower-level staff on equipment operation and work standards

- What steps could you take to improve the consistency and effectiveness of training and guidance provided to staff?
- How will you measure success, such as fewer equipment errors, reduced rework, or improved employee competency?
- What training materials, demonstrations, checklists, or coaching methods could strengthen staff development?
- How does effective training contribute to safe, efficient, and high-quality production?
- By what date or training cycle will you aim to improve staff training practices?

Set up, adjust, and operate digital and conventional printing, duplicating, and reproduction machines

- What actions could you take to improve the efficiency, accuracy, or consistency of equipment setup and operation?
- How will you measure success, such as reduced setup time, fewer production errors, or less material waste?
- What equipment training, setup procedures, or reference guides could improve production performance?
- How does proper equipment operation support quality, productivity, and customer satisfaction?
- By what date or production cycle will you aim to improve equipment setup and operation?

Operate bindery, finishing, and mail inserter equipment

- What strategies could you use to improve the efficiency and quality of bindery, finishing, and mail-insertion operations?
- How will you measure success, such as reduced processing time, fewer finishing errors, or improved production capacity?
- What procedures, equipment settings, or preventive maintenance practices could improve operations?
- How does effective finishing and mailing support timely delivery of completed work?
- By what date or production cycle will you aim to improve finishing and mail-insertion processes?

Perform quality control checks on print and copy jobs, and enforce quality standards

- What steps could you take to improve the consistency and effectiveness of quality-control checks?
- How will you measure success, such as fewer rejected jobs, reduced reprints, or fewer customer complaints?
- What quality standards, checklists, sampling methods, or review procedures could strengthen quality control?
- How does consistent quality control reduce waste and improve customer satisfaction?
- By what date or production cycle will you aim to improve print quality-control practices?

Process incoming work orders and assign jobs to appropriate machines

- What actions could you take to improve the accuracy and efficiency of processing and assigning incoming work orders?
- How will you measure success, such as faster job processing, fewer assignment errors, or improved equipment utilization?
- What job-routing procedures, production data, or scheduling tools could help match jobs to the most appropriate equipment?
- How does effective work-order assignment support production efficiency and timely completion?
- By what date or production cycle will you aim to improve work-order processing and assignment?

Ensure adherence to regulatory and safety standards across operations

- What strategies could you use to strengthen compliance with applicable safety, operational, and regulatory requirements?

- How will you measure success, such as fewer safety concerns, successful inspections, or improved compliance documentation?
- What training, inspections, checklists, or procedures could strengthen workplace safety and compliance?
- How does maintaining safety and regulatory standards protect employees, equipment, and the agency?
- By what date or compliance cycle will you aim to improve safety and regulatory practices?

Conduct minor maintenance and routine repairs on printing and office equipment

- What steps could you take to improve routine maintenance and timely resolution of minor equipment problems?
- How will you measure success, such as reduced equipment downtime, fewer service calls, or longer equipment life?
- What maintenance schedules, troubleshooting guides, or preventive procedures could strengthen equipment reliability?
- How does timely maintenance support production continuity and responsible equipment management?
- By what date or maintenance cycle will you aim to improve equipment maintenance practices?

Verify accuracy and completeness of incoming materials and orders, including cost estimates

- What actions could you take to improve the accuracy and completeness of incoming work orders, materials, and cost estimates?
- How will you measure success, such as fewer order corrections, fewer material discrepancies, or more accurate estimates?
- What verification checklists, intake procedures, or estimating tools could strengthen the review process?
- How does accurate order verification help prevent delays, waste, and unexpected costs?
- By what date or production cycle will you aim to improve order and estimate verification?

Resolve conflicts, workflow issues, or technical problems within the team

- What strategies could you use to resolve team conflicts, workflow disruptions, and technical problems more effectively?
- How will you measure success, such as faster issue resolution, fewer recurring problems, or improved team productivity?

- What communication techniques, troubleshooting processes, or escalation procedures could strengthen problem-solving?
- How does effective issue resolution contribute to a productive and collaborative work environment?
- By what date or production cycle will you aim to improve team problem-solving practices?

Mentor staff on troubleshooting equipment and production challenges

- What actions could you take to strengthen staff ability to independently troubleshoot equipment and production problems?
- How will you measure success, such as increased first-time problem resolution, reduced downtime, or fewer escalations?
- What coaching methods, troubleshooting guides, or hands-on learning opportunities could support staff development?
- How does effective mentoring improve technical capability and production reliability?
- By what date or training cycle will you aim to improve troubleshooting skills among staff?

Schedule staff and manage workload to prevent production bottlenecks

- What steps could you take to improve staff scheduling and workload distribution?
- How will you measure success, such as fewer production bottlenecks, improved turnaround times, or better workload balance?
- What scheduling tools, workload data, or cross-training opportunities could strengthen workforce planning?
- How does effective workload management support productivity and timely completion of customer orders?
- By what date or production cycle will you aim to improve scheduling and workload management?

Monitor workflow, production schedules, and job progress to meet deadlines

- What strategies could you use to improve monitoring of production schedules and job progress?
- How will you measure success, such as increased on-time completion, fewer overdue jobs, or improved turnaround times?
- What tracking systems, production reports, or milestone checks could strengthen workflow monitoring?
- How does proactive monitoring help identify delays before they affect customers?

- By what date or reporting cycle will you aim to improve production tracking practices?

Prepare materials for mailing and adhere to USPS regulations

- What actions could you take to improve the accuracy, efficiency, and compliance of mailing preparation?
- How will you measure success, such as fewer returned or delayed mailings, reduced postage errors, or improved processing times?
- What USPS guidance, checklists, equipment, or quality-control procedures could strengthen mailing operations?
- How does accurate mailing preparation support timely delivery and regulatory compliance?
- By what date or production cycle will you aim to improve mailing preparation practices?

Consult with agency staff and external customers on specifications, layouts, materials, and methods for optimal outcomes

- What steps could you take to improve communication with customers about specifications, layouts, materials, and production options?
- How will you measure success, such as fewer revisions, reduced reprints, faster turnaround times, or improved customer satisfaction?
- What consultation practices, design guidelines, samples, or reference materials could help customers make informed decisions?
- How does effective customer consultation improve the quality, efficiency, and value of completed products?
- By what date or production cycle will you aim to improve customer consultation practices?