

CUPE JOB DESCRIPTION

WORKING TITLE: Document Processing/
Production Specialist

DATE PREPARED: March 25, 2011

REVIEWED: Aug 2018, May 2022, Dec 2022

DEPARTMENT: Academic Division

POSITION STATUS: Regular, F/T **LEVEL: 4**

LOCATION: Cranbrook Campus

POSITION NUMBER: 027

SUMMARY OF RESPONSIBILITIES

The position reports to the Manager of the Learning Commons and is responsible for providing support to faculty, staff, management, and college partners in the areas of document design, editing, formatting, printing, and photocopying using advanced skills in Microsoft Office and Adobe Creative Suite DC.

KEY DUTIES & RESPONSIBILITIES

1. General Support

- As per the College's *standards of services*, design, format, edit, proofread, photocopy, and distribute instructional materials, (e.g., exams, course outlines, student assignments, course manuals), produce digital assets (e.g. images, forms, web content), accreditation documents, instructional training materials, certificates, posters, and spreadsheets.
- Manage intake and prioritize electronic and print production, word processing, photocopying, binding and other work orders received in person and from online ticket system requests according to dates and times required, staffing availability, and workload situation.
- Organize, maintain, store, retrieve assets and keep up-to-date secure electronic filing system containing instructional materials, exams, student handouts and a variety of other program and departmental documents.
- Scan, save and manipulate images and texts using various software programs.
- Assist instructors with digital instructional materials and offer guidance on accessibility (e.g. compliance, metadata, thick description, close captioning) and copyright.
- Responsible for pre-production, design, and production work for brochures, posters, and similar material for internal use on campus.

2. Document and Electronic File Production

- Use graphic design software (InDesign and Illustrator) to create digital assets
- Verify and tag documents adhering to appropriate file naming conventions (metadata) to ensure accurate data management, storage and accessible retrieval
- Manage the entire lifecycle of a digital assets/documents, from inception to production to storage
- Prepare infographics, proposals, reports, presentations, posters, flowcharts, web content, and other digital assets for electronic distribution and/or printing production. Adhere to provincial and federal guidelines on copyright, accessibility, and universal design for learning
- Ensure student and public-facing work is on-brand and reflects college mission and values.

- Integrate complex information and present it concisely for a diverse audience and on multiple platforms
3. Photocopying, Scanning, and Printing
- Ensure integrity of original documents and the quality, completeness, and timeliness of photocopies and prints.
 - Perform transcription and conversion work of documents and scanned items.
 - Work with PDFs and convert them into accessible formats
 - Confirm that employees adhere to the requirements of the *Canada Copyright Act and/or other copyright legislation and College agreements*.
 - Operate, maintain, and troubleshoot high volume digital black and white and colour photocopiers and scanners and replace components as required.
 - Prepare binding reports monthly.

Other Related and Reporting Duties

- Have a service attitude to meet the needs of employees for the best student experience.
- Be quality-oriented with an openness to reviewing processes, improving output, and ensuring client satisfaction.
- Update software application skills on a regular basis.
- Assist Communications and Marketing staff as required.
- Maintain a thorough and up-to-date understanding of multimedia formats.
- Excellent interpersonal skills and ability to work with a diverse group of users.

DECISION MAKING

- Prioritize, manage, and deliver projects and document services on time
- Decide how to design, set-up and format digital assets and documents for a professional and visually appealing look
- Choose the most suitable program to save, create or manipulate images to be inserted into a document
- Decide on priority of projects for scheduled classes and to meet tight deadlines
- Troubleshoot high volume photocopier and make decisions on when and what components should be replaced
- Decide when equipment such as the photocopier is slowing down production and requires servicing

POSITION RELATED QUALIFICATIONS – EDUCATION AND EXPERIENCE

- Grade 12
- Certificate or Diploma in Graphic Design, Communications, or related field. Demonstrated experience in lieu of credentials may be considered.
- Minimum two years' work experience in a collaborative, high-volume customer service environment offering electronic and print production, document design, and formatting
- Expertise with advanced Word skills, PowerPoint, and Excel
- Proficiency in graphic design, working knowledge in Adobe Acrobat, graphic software i.e. InDesign, Photoshop, Illustrator
- Proficient in document and digital file management processes
- Exceptional attention to detail and ability to follow written and verbal instructions from faculty and other staff
- Strong ability to prioritize to meet deadlines and ability to multi-task
- Strong team qualities; supportive of the College's efforts on equity, diversity, and inclusion
- Excellent soft skills, communication etiquette (written, verbal, and listening) and history of working effectively with a diverse clientele
- Able to perform duties with minimal supervision

POSITION SPECIFIC WORKING CONDITIONS and ENVIRONMENT, SAFETY REQUIREMENTS

Physical and Mental Effort:

- Occasional longer periods of work and occasional overtime during peak periods
- Long periods of standing, pushing, pulling, lifting reams of paper, bending, reaching (i.e. photocopying, binding, clearing paper jams), loading and unloading reams of paper into and out of paper trays, changing paper colours, loading transparencies
- Long periods of using keyboard and mouse and concentrating on creating, revising and formatting documents, manipulating graphics and working in Moodle
- Exceptional attention to detail is required

Work Environment:

- Duties are performed indoors
- Constant interruptions, high traffic office (to accommodate customer service)
- Exposure to environment with the prolonged use of high-volume copiers and other equipment (ie. printers, computers) causing dry ink dust, paper fiber dust, dry air and static electricity

Safety Requirements:

- Must clear paper jams and troubleshoot high volume copier with caution as some components within the copier get extremely hot

COLLEGE OF THE ROCKIES RECRUITMENT SPECIFICATIONS

Describe the minimum qualifications and specifications required of the position in order to perform the role competently.

<u>ESSENTIAL</u>	<u>DESIRABLE</u>
<p>Formal Education:</p> <ul style="list-style-type: none"> - Grade 12 - Office Administration Certificate with coursework in advanced Microsoft Office and Adobe Creative Suite DC 	<p>Diploma or Certificate in Graphic Design, Communications, or related field</p>
<p>Related Work Experience:</p> <ul style="list-style-type: none"> - Minimum of two years of related work experience in a high-volume customer service environment in which the candidate has demonstrated a sound knowledge of creating/editing electronic and print graphics, advanced word processing and formatting - Minimum of one year experience in producing and converting documents for a wide variety of internet-based applications; complying with copyright and accessibility standards - Minimum of one year experience in desktop design graphic software - Some experience with website production - Experience with and understanding of managing digital storage of documents and other assets - Experience with accessibility compliance and universal design - Understanding guidelines on copyright (print & digital) - Strong organizational and prioritization skills 	<ul style="list-style-type: none"> - Experience working in a post-secondary educational institution - Familiar with Microsoft SharePoint, Publisher, Teams
<p>Problem Solving and Complexity:</p> <ul style="list-style-type: none"> - Solutions and service orientation - Ability to identify the best approach to complete a project (ie. - choose program, format, design) - Ability to work with different programs concurrently on the same project - Ability to prioritize assignments in order to complete within tight timelines - Ability to identify material that requires copyright clearance - Attentive to detail, quality assurance, and client satisfaction 	
<p>Computers/Technology/Specialized Equipment:</p> <ul style="list-style-type: none"> - Expertise with designing, word processing, and formatting a variety of documents - Expertise in Windows, Microsoft Office Suite, Adobe Acrobat - Strong proficiency in graphic design software, including, Publisher, Photoshop, Illustrator, InDesign 	<ul style="list-style-type: none"> - Operating and troubleshooting high volume digital black and white and colour copiers, printers, plotters, scanners, binding equipment - Experience with online learning platforms
<p>Communication and Interpersonal Skills:</p> <ul style="list-style-type: none"> - Ability to exercise tact, diplomacy, good judgment and handle stressful situations - Ability to work independently while promoting a collaborative team environment - Ability to provide excellent customer service 	<ul style="list-style-type: none"> - Understanding of instructional design

REVIEWS and APPROVALS

EMPLOYEE SIGNATURE:	DATE:
The employees signs off the job description during final review/discussion with the manager/supervisor.	

MANAGER/SUPERVISOR SIGNATURE (APPROVAL):	DATE:
The manager/supervisor signs off (approves) the job description after final review/discussion with the employee.	