



**Connecticut State Community College
Job Description
Publication Services Associate**

Salary Level:
CCP 12 (Subject to Willis)

Date Approved/Revised:
Rev 1. 9/12/23

Position Purpose

The Publication Services Associate provides support for specialized digital printing services. These services include the production of college marketing materials, handbooks, brochures, promotional posters, postcards, flyers, business cards, letterhead, and other print materials.

Supervisory and Other Relationships

The Publication Services Associate reports to the Assistant Director of Publication Services.

This position may supervise student workers as assigned. The position is required to have cooperative and collaborative relationships with print shop customers and members of the CT State marketing team.

Examples of Duties

The Publication Services Associate supports CT State and the campuses with marketing that supports recruitment and retention and contributes to a positive image for CT State. This is accomplished through effective performance in these essential duties:

- Machine maintenance- as it pertains to copy, printing and binding machines. Conducted on a daily basis or as directed.
- Inventory -handle inventory within the Print Shop at Gateway. Items include paper, ink, binding materials and other relevant materials within the print shop.
- Triage and adhering to print deadlines
- Updating tickets for accuracy- update the ticket tracking system to show progress for jobs as they come in. This includes notifying customers when orders are ready, working to resolve any questions, and notifying when items are ready for pickup/delivery.
- Quality control- responsible for QC as dictated by the CT State Style Guide and/or the guidance of the Assistant Director, customer or academic standards for student-led projects.
- OSHA guidelines- adheres to the guidelines as it pertains to the safe use of equipment and maintenance.
- Customer service -provides excellent customer service by phone, email and in-person

Professional Participation and Development

In addition to the accountabilities listed above, Publication Services Associate is required to carry out the essential duties of:

- Service on assigned committees and task forces;
- Attendance and participation at committee, staff, informational and professional meetings.
- Attendance and participation at convocation and commencement ceremonies;

All of these may involve attendance at evening or weekend events, within contractual limits.

The incumbent is expected to maintain currency in the position's required fields of professional expertise and

competencies through professional development or other self-directed means of skills training and acquiring knowledge of emerging technologies, developing knowledge bases and trends in print production processes. The incumbent is required to maintain complete confidentiality of student records and other information of a confidential nature as required by law.

Qualifications

Incumbents must possess proven ability to effectively work with a culturally, linguistically, and ethnically diverse faculty, staff, and students. They are expected to have excellent oral and written communication skills along with strong Information technology literacy skills such as Microsoft 365.

These skills and abilities typically are acquired through a combination of education, experience and training which would include an Associate degree in an appropriately related field together with up to 2 years of related experience; or a combination of education, experience and training which would lead to the competencies required for successful performance of the position's essential duties.

Work Environment

Work is primarily performed in a graphics and print shop. The incumbent should be able to lift 40 pounds. Reasonable accommodations will be made for persons with disabilities.