

**State of Michigan
Civil Service Commission**
Capitol Commons Center, P.O. Box 30002
Lansing, MI 48909

Position Code

1. DPTLTCH

POSITION DESCRIPTION

This position description serves as the official classification document of record for this position. Please complete the information as accurately as you can as the position description is used to determine the proper classification of the position.

2. Employee's Name (Last, First, M.I.)	8. Department/Agency TRANSPORTATION CENTRAL OFFICE
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission) Finance & Administration
4. Civil Service Position Code Description Departmental Technician-E	10. Division Financial Operations
5. Working Title (What the agency calls the position) Printing/Office Technician	11. Section Office Services
6. Name and Position Code Description of Direct Supervisor BANCROFT, KURT; REPRODUCTION MACHINES SPV-3	12. Unit Print and Mail Operations
7. Name and Position Code Description of Second Level Supervisor BELONGA, KEITH M; DEPARTMENTAL MANAGER-4-FZN	13. Work Location (City and Address)/Hours of Work 425 W Ottawa St Lansing MI / M-F 7am - 4pm

14. General Summary of Function/Purpose of Position

This position is responsible for evaluating the printing needs of the Michigan Department of Transportation (MDOT) and recommending the most efficient and cost-effective solutions for producing high-quality materials. It plays a critical role in ensuring the seamless operation and coordination of the Print and Mail Services Unit and the Office Services Section by providing on-site professional print job planning assistance including estimates for conventional printing, graphics, electronic printing or on-demand projects. This position also provides office support to the Engineering Print Unit. Duties include, but are not limited to; managing data-related tasks, including data entry, verification, and analysis, generating comprehensive reports for the Unit Supervisor and Section Manager to support informed decision-making and operational improvements; handling billing information through the Statewide Integrated Governmental Management Application (SIGMA) system, ensuring accuracy and timely processing of procurement card transactions; providing technical and customer support by serving as a key liaison for staff, customers, and vendors facilitating clear and effective communication through multiple formats, including correspondence, email, and phone interactions; delivering backup support as a secondary resource for the external mail run, ensuring consistent and reliable service during staff absences or peak periods; and identifying opportunities to enhance operational efficiency and customer service within the unit, contributing to the overall effectiveness of MDOT's Office Services Section.

15. Please describe the assigned duties, percent of time spent performing each duty, and what is done to complete each duty.

List the duties from most important to least important. The total percentage of all duties performed must equal 100 percent.

Duty 1

General Summary:

Percentage: 80

Provide all department staff with professional printing planning and solutions for a wide range of printing jobs, ensuring accuracy and timely completion.

Individual tasks related to the duty:

- Analyze the customer's needs and direct the customer to the best available solution as determined appropriate utilizing various printing-related processes (e.g. offset printing, typesetting/desktop publishing, computer graphics, electronic printing, print-on-demand, forms design, set labeling/mail merge, etc.).
- Interpret the customer's intended purpose of the publication or project to determine how it can best be assimilated into a final project.
- Interpret and incorporate all of the department's policies, procedures and guidelines surrounding the various options, pricing, contracts, and other parameters of print orders to appropriately advise the customer.
- Modify and enhance customer-supplied digital artwork for the highest quality printing reproduction. Evaluate project requirements to determine the most efficient and cost-effective production method—whether high-volume digital or traditional offset press—based on job specifications, turnaround time, and material considerations.
- Serve as a technical liaison and operator for print production services, advising internal clients on file preparation standards, including resolution, font embedding, color calibration, image optimization, and layout alignment. Ensure all design files meet prepress and production specifications to achieve optimal print quality.
- Prepare comprehensive and itemized cost estimates for print jobs, incorporating labor, materials, and finishing services, while ensuring transparency and adherence to pricing guidelines.
- Operate and maintain high-production digital printing equipment, ensuring efficient, accurate, and high-quality output for color reproduction large-volume print jobs.
- Prepare and produce complex print projects such as booklets and manuals, including layout planning, tab insertion, bindery selection, and chapter formatting, etc.
- Select and manage appropriate media types for various print jobs (e.g. paper characteristics including basis weight, thickness, finish, and specialty media such as label stock and vinyl, etc.).
- Schedule printing orders to optimize workflow efficiency and meet project deadlines.
- Oversee the processing of all MDOT stationery requests, ensuring consistency in branding and timely fulfillment of orders.
- Process mailings and/or custom postcards for; construction, recruitment and Aircraft Invoicing/registration purposes. Broadcast mailings for specific groups and geographical locations.
- Provide responsive and professional customer support, addressing inquiries and resolving issues promptly to maintain high levels of customer satisfaction.
- Assist in the development and/or revision of Print and Mail Services Unit policies and procedures.

Duty 2

General Summary:

Percentage: 10

Provide technical support to unit staff.

Individual tasks related to the duty:

- Assist in adapting general methods and procedures to meet required needs for printing orders.
- Guide unit employees in determining which supplies and equipment will best meet their needs.
- Schedule meetings, reserve conference rooms, prepare and distribute meeting agendas, and record meeting minutes to support efficient communication and decision-making.
- Monitor and maintain an inventory of unit supplies, ensuring that adequate stock levels are maintained to support daily operations. Obtain proper approvals and process orders as appropriate.
- Serve as the primary point of contact for incoming calls, correspondence, and visitors, managing inquiries with professionalism and efficiency.
- Deliver and retrieve mail from designated locations, open and distribute mail for the Unit to staff, ensuring timely and accurate delivery to the appropriate recipients.

Duty 3

General Summary:

Percentage: 5

Perform technical duties involving financial processing.

Individual tasks related to the duty:

- Compile, review, evaluate, and monitor financial billings to ensure accuracy and compliance with departmental policies.
- Verify accuracy, mathematical computation, and adequacy of information and supporting documentation contained in payment requests for compliance with MDOT's policies and procedures.

- Process payments and purchase orders in SIGMA for all Unit-related expenses, maintaining accurate records and timely submissions.
- Seek out payment documents not processed within prescribed timeframes and take necessary corrective action.
- Prepare and process journal vouchers for printing charges to internal customers, submitting them to the Financial Operations Division for reconciliation and approval.
- Research, analyze, and resolve invoicing discrepancies as needed.
- Develop and maintain spreadsheets for tracking of invoice and authorization status including beginning balances and authorization revisions and/or amendments.

Duty 4

General Summary:

Percentage: 5

Perform other assignments as required.

Individual tasks related to the duty:

- Attend meetings on behalf of the Supervisor when necessary, providing informed representation and contributing to discussions to support unit objectives.
- Complete special projects and assignments as directed by the Section management team, ensuring timely and high-quality deliverables.
- Review and assess existing unit policies and procedures to identify opportunities for improvement. Provide recommendations to enhance operational efficiency, effectiveness, and quality control.
- Update and refine policies and procedures as needed to support streamlined operations and deliver superior customer service.
- Serve as a backup for external mail operations when staffing shortages or operational demands require additional support.

16. Describe the types of decisions made independently in this position and tell who or what is affected by those decisions.

Most tasks are performed independently, with routine decisions made in alignment with established program parameters, departmental policies, and procedures. Reproduction inquiries are conducted using best practices and specialized knowledge of color work and bindery methods. Determine materials, methods, and designs for printing jobs to align with industry standards and ensure the highest quality product is produced. If jobs are processed incorrectly, it could result in damage to MDOT's image, missing deadlines, and/or having to reproduce publications/booklets incurring additional costs to the department. Accuracy and justification of payment requests and invoice payments.

17. Describe the types of decisions that require the supervisor's review.

In situations where conflicting priorities arise, or when program guidelines, procedures, or policies are unclear or silent on a particular issue, decisions are escalated. Additionally, matters that fall beyond the scope of this position's authority are referred to the appropriate higher-level authority.

18. What kind of physical effort is used to perform this job? What environmental conditions in this position physically exposed to on the job? Indicate the amount of time and intensity of each activity and condition. Refer to instructions.

The work is primarily performed in an office environment and excessive use of a computer is required. Ability to transport up to 50 pounds. Pressures of frequent deadlines, which could result in costly delays. Position may require availability outside normal working hours based on operational needs.

19. List the names and position code descriptions of each classified employee whom this position immediately supervises or oversees on a full-time, on-going basis.

Additional Subordinates

20. This position's responsibilities for the above-listed employees includes the following (check as many as apply):

- | | |
|---|--|
| <input type="checkbox"/> Complete and sign service ratings. | <input type="checkbox"/> Assign work. |
| <input type="checkbox"/> Provide formal written counseling. | <input type="checkbox"/> Approve work. |
| <input type="checkbox"/> Approve leave requests. | <input type="checkbox"/> Review work. |
| <input type="checkbox"/> Approve time and attendance. | <input type="checkbox"/> Provide guidance on work methods. |

N

N

N Orally reprimand.

N Train employees in the work.

22. Do you agree with the responses for items 1 through 20? If not, which items do you disagree with and why?

Yes.

23. What are the essential functions of this position?

This position is responsible for evaluating the printing needs of the Michigan Department of Transportation (MDOT) and recommending the most efficient and cost-effective solutions for producing high-quality materials. It plays a critical role in ensuring the seamless operation and coordination of the Print and Mail Services Unit and the Office Services Section by providing on-site professional print job planning assistance including estimates for conventional printing, graphics, electronic printing or on-demand projects. This position also provides office support to the Engineering Print Unit. Duties include, but are not limited to; managing data-related tasks, including data entry, verification, and analysis, generating comprehensive reports for the Unit Supervisor and Section Manager to support informed decision-making and operational improvements; handling billing information through the Statewide Integrated Governmental Management Application (SIGMA) system, ensuring accuracy and timely processing of procurement card transactions; providing technical and customer support by serving as a key liaison for staff, customers, and vendors facilitating clear and effective communication through multiple formats, including correspondence, email, and phone interactions; delivering backup support as a secondary resource for the external mail run, ensuring consistent and reliable service during staff absences or peak periods; and identifying opportunities to enhance operational efficiency and customer service within the unit, contributing to the overall effectiveness of MDOT's Office Services Section.

24. Indicate specifically how the position's duties and responsibilities have changed since the position was last reviewed.

25. What is the function of the work area and how does this position fit into that function?

The work area is responsible for delivering reproduction services to the Department, along with managing mail operations and engineering print functions. It provides both internal and external services, including public-facing services, such as supplying informational documents on behalf of MDOT. This position provides the expertise necessary to provide analysis of the requirements of printing jobs, incorporating policies, detailed specifications, and pricing. The position also provides printing and technical support to the Print and Mail Services Unit.

26. What are the minimum education and experience qualifications needed to perform the essential functions of this position.

EDUCATION:

Education typically acquired through completion of high school.

Completion of printing industry related Trade School, college or equivalent experience, preferred.

EXPERIENCE:

Departmental Technician 7

One year of experience performing administrative support activities equivalent to the 7-level in state service.

Departmental Technician 8

One year of experience performing administrative support activities equivalent to the 8-level in state service.

OR

One year of experience as a technician or paraprofessional equivalent to the entry level in state service.

Departmental Technician E9

One year of experience as a supervisor of administrative support activities equivalent to the 9-level in state service.

OR

One year of experience performing administrative support activities equivalent to the 9-level in state service.

OR

Two years of experience as a technician or paraprofessional, including one year of experience equivalent to the intermediate level in state service.

Alternate Education and Experience

Departmental Technician 7

Completion of two years of college (60 semester or 90 term credits) may be substituted for the experience requirement.

Departmental Technician 8

Possession of a Bachelor's degree may be substituted for the experience requirement.

Departmental Technician E9

Possession of a Bachelor's degree and one year of job-related experience may be substituted for the experience requirement.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- Fiery Software for high production printers
- The department's primary functions
- Document reproduction services
- Various media types of paper including weights, thickness, finishes, etc.
- Print color reproduction types cyan/magenta/yellow/black and red/blue/green (CMYK/RBG)
- The process of binding documents for pamphlets and booklets

Skill in:

- Working with graphic designers to determine and/or align material to be printed.

Ability to:

- Communicate effectively
- Work effectively with a wide range of personalities
- Exercise independent judgement and take initiative
- Operate a computer and various mail and office software

**CERTIFICATES, LICENSES,
REGISTRATIONS:**

N/A

NOTE: Civil Service approval does not constitute agreement with or acceptance of the desired qualifications of this position.

I certify that the information presented in this position description provides a complete and accurate depiction of the duties and responsibilities assigned to this position.

Supervisor

Date

TO BE FILLED OUT BY APPOINTING AUTHORITY

Indicate any exceptions or additions to the statements of employee or supervisors.

N/A

I certify that the entries on these pages are accurate and complete.

JENNIFER HADDON	12/2/2025
Appointing Authority	Date

I certify that the information presented in this position description provides a complete and accurate depiction of the duties and responsibilities assigned to this position.

Employee	Date