



VACANCY ANNOUNCEMENT

Professional Services Specialist 4, Administrative Services

Job Number:	500196
Category:	Professional
Department:	Print Center
Close Date:	1/22/25 (11:55pm)
Location:	Glassboro, NJ

Job Summary

This position contributes to the production of projects that include printing and finishing paper, vinyl, fabric and various other sheet and roll stock, as well as producing wooden, metal and plastic signs with a wide range of equipment. Specific duties include customer service, record-keeping, production and technical tasks outlined below, as well as other duties as assigned. Critical deadlines and high-volume production periods may require compensated overtime.

Job Detail

All staff contribute to the production of projects that include printing and finishing paper, vinyl, fabric and various other sheet and roll stock, as well as producing wooden, metal and plastic signs with a wide range of equipment, both hardware and software. Specific duties include production/technical tasks and customer service outlined below, record-keeping and other duties as assigned. The tasks are numbered for clarity, but the order does not indicate significance or priority.

Production/Technical Tasks

1. Determine appropriate printing techniques for quality and efficiency.
2. Operate software that includes Adobe and Microsoft suites and other web-based applications.
3. Set up and operate copiers, adjusting for quality and efficiency.
4. Set up and operate machines including those that perform printing cutting, folding, stapling, collating, padding, drilling, punching and binding, as well as engraving, mounting, assembling and other methods of producing wooden, metal, vinyl and plastic signs, adjusting for product quality and efficiency.
5. Perform routine maintenance and identify problems on all equipment.
6. Monitor the use of materials, equipment, parts or supplies and report needs for replacement.
7. Adjust stock levels for anticipated needs.
8. Use online ordering system to initiate, monitor, review, retrieve and process projects, including prep, production, billing and shipping/delivery.
9. Verify that the quantity and type of item ordered matches the invoice.
10. Research billing records and provide details on charges for inquiries.
11. Accept deliveries and assist with unloading and storage, lifting up to 50 lbs. with and without assistance.
12. Secure and prepare projects for pick-up or shipment.
13. Provide campus delivery services to clients.
14. Interact with Rowan and contracted tech support, including calling for service and relaying needs.
15. Attend training off-campus.

Customer Service

16. Provide courteous, efficient customer service to students, employees and other clients in person (scheduled and drop-in) and via phone and e-mail.
17. Review projects and advise customers on compliance with identity standards.
18. Alert client and Print Center & Sign Shop supervisor to matters of concern with projects.
19. Refer clients to University Publications for help with design and identity standards.
20. Scout and consult with design staff and clients on projects.
21. Recommend material and process options for printed materials.
22. Work with and assist student staff.
23. Install or help install indoor and outdoor signs and banners, vinyl and other materials.
24. Work on confidential projects, including academic and administrative materials.

25. Work collegially throughout institution.

Requirements:

Note: Applicants must meet one of the following or a combination of both experience and education. Thirty (30) semester hour credits are equal to one (1) year of relevant experience.

Five (5) years of professional experience in different aspects of administration and business practices; including design and implementation of policy and procedures, vendor service contracts and improving and updating management practices.

OR

Possession of a bachelor's degree from an accredited college or university; and one (1) year of the above-mentioned professional experience.

Note: "Professional experience" refers to work that is analytical, evaluative, and interpretive; requires a range of basic knowledge of the profession's concepts and practices; and is performed with the authority to act and make accurate and informed decisions.

License:

Appointee will be required to possess a driver's license valid in New Jersey.

Salary:

- Range P18 (\$54,351-\$61,783)

Notes:

- Rowan University is an Equal Opportunity Employer and values diverse people and abilities. Reasonable accommodations will be made to enable individuals with disabilities to perform the essential functions of this position.
- Candidates must be legally authorized to work in the US, and the university will not sponsor an applicant for a work visa for this position.
- Only completed online applications submitted on or before the posted deadline will be considered.

SAME APPLICANTS: If you are applying under the NJ "SAME" program, your supporting documents (Schedule A or B letter), must be submitted with your application by the closing date indicated above. For more information on the SAME Program visit their Website at: <https://nj.gov/csc/same/overview/index.shtml> , email: SAME@csc.nj.gov , or call CSC at (833)691-0404.

To view the vacancy announcement in its entirety and to apply online, please visit: <https://jobs.rowan.edu/en-us/job/500196/production-technician-pss4as-print-center>.