

**Job Class Profile: Duplicating Equipment Operator****Pay Level: CG-19 Point Band: 292-315**

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	1	2	4	4	1	2	2	1	5	
Points	47	33	25	19	30	43	41	21	54	313

**JOB SUMMARY**

The Duplicating Equipment Operator is responsible for the operation of various duplicating machines to reproduce forms, letters, booklets, documents, manuals, and academic materials.

**Key and Periodic Activities**

- Completes duplicating requests for all requisitions including locating electronic documents and other source files to complete the request.
- Finishes the order including hole punching, gluing, jogging of paper, binding, cutting, shrink wrapping, and preparation for delivery.
- Responds to client inquiries (i.e. answers phone requests, explains requisitioning process, etc).
- Maintains a log book for tracking orders in the system.
- Cleans and organizes workspace.
- Scans documents.
- Orders and receives printing supplies.
- Stocks supplies in storage area.
- Liaises with technicians when machinery malfunctions.
- Adjusts requisitions (work orders) prior to printing as required.

**SKILL****Knowledge****General and Specific Knowledge:**

- Knowledge of duplicating equipment and procedures.

**Formal Education and/or Certification(s):**

- Minimum: High School

**Years of Experience:**

- Minimum: less than 1 year

**Competencies:**

- Follows basic instructions and work processes.
- Writes simple letters, memos and other documentation.
- Proofreads, edits and formats a variety of documents.
- Repair or calibrate machinery.
- Operates machinery.
- Operates a computer to prepare documents or access databases.

### Interpersonal Skills

- A range of interpersonal skills are used to perform activities such as listening, asking questions, providing information and direction, and gaining the cooperation of others to complete work assignments.
- Communication occurs within the immediate work area, Department/Group, Supervisors, Managers, and clients.
- Most significant contacts are clients, employees in immediate work area, and employees within the department. Interactions include telephone enquiries requesting further clarification on the requisitioning process.

## EFFORT

### Physical Effort

- Work demands occasionally result in considerable fatigue requiring periods of rest.
- There is a constant need for strength and/or endurance in the job while physically handling product (i.e. lifting, pulling, pushing, etc). Regularly lifts or moves objects up to 50 lbs. and occasionally over 50 lbs. (i.e. printing supplies, receiving inventory, etc.).
- Work tasks require regular use of gross motor skills (i.e. large movements requiring strength and coordination) while operating printing equipment, preparing orders, or moving supplies.
- The print shop environment provides the opportunity to constantly stand and walk around while performing duties.
- Constantly performs duties in awkward or cramped positions while loading and unloading paper in duplicating machines.

### Concentration

- **Visual** concentration is constant while proofreading, reviewing requisitions, and calibrating machines to ensure proper output.
- **Auditory** concentration is constant while listening to ensure proper functioning of duplicating machines.
- Care must be exercised around the operation of equipment to prevent injury (i.e. hot surfaces, hole punching, bindings, etc).
- Class is constantly impacted by **interruptions and multiple time pressures/deadlines** with a **lack of control over work pace**. Examples include: demand requests for printing services, equipment failure, and emergency readiness requests during a pandemic.
- **Exact results and precision** are required when ensuring print quality, machine settings and calibration, and final output quality assurance.

### Complexity

- Work typically involves a series of tasks and activities that are similar and related in terms of skill and knowledge used where the tasks are usually well defined.
- Tasks are constantly repetitive and well defined and problems tend to be simple with a limited number of solutions. Challenges can regularly be addressed by following procedures and or guidelines and working within standard work processes.
- The most typical challenge or problem is the ongoing education of clients as to the proper procedures necessary to receive duplicating services.
- Policies, procedures and guidelines exist to assist and address issues and challenges. Assistance from Supervisor is always available.

## RESPONSIBILITY

### Accountability and Decision-Making

- Work tasks and activities are generally prescribed and controlled.
- Requires supervisor's approval for all decisions.
- Decisions involving the determination of workflow for assigned tasks are completed within discretion and independent judgment.

### Impact

- Impacts generally affect immediate work area, department/group, outside Department, and on the client.
- Work activities impact equipment, process, systems, information, finances materials, and corporate image.
- Inaccurate reporting (i.e. incomplete requisition forms) results in errors in processing orders and potential delays to the clients.
- In the event of a mistake or error the consequence is directly felt on the client. If errors are made there is a cost to reprint causing a delay in production.
- Policies and procedures (i.e. documented requisitioning process) are in place to minimize errors.

### Development and Leadership of Others

- There is no supervision of staff.
- May be required to provide orientation and/or on-the-job training.

## WORKING CONDITIONS

### Environmental Working Conditions

- Required to wear earplugs, safety glasses, gloves, masks, and safety shoes.
- There is significant likelihood of minor cuts, bruises, and abrasions from regular use of knives while handling paper, opening boxes etc. There is a limited likelihood of fractures, other injuries, or partial disability.
- Constantly exposed to noise from the duplicating machinery, dust from the paper, odours from the chemicals used in toners and glues, poor ventilation, and vibrations from the machinery.