

POSITION DUTY STATEMENT

DOT PM-0924 (REV 01/2025)

CLASSIFICATION TITLE Digital Print Operator II	OFFICE/BRANCH/SECTION Admin / Safety & District Svcs / Business Svcs / Reprographics	
WORKING TITLE Digital Print Operator	POSITION NUMBER 911-007-1412-XXX	REVISION DATE 05/01/2026

As a valued member of the Caltrans team, you make it possible to improve lives and communities through transportation.

GENERAL STATEMENT:

Under the supervision of a Supervisor I, the Digital Print Operator II (DPO II) performs advanced reprographic and digital printing duties in support of District operations. The incumbent independently prepares, operates, and performs maintenance on digital printing and finishing equipment to produce a wide range of complex printed materials. The DPO II utilizes computer applications to manipulate and prepare electronic files for production, including advanced formatting, file integration, and image adjustments. The incumbent applies in-depth knowledge of printing processes to determine appropriate production methods, troubleshoot equipment and file issues, and ensure quality and efficiency in completed work. The DPO II may provide technical guidance to lower-level staff and assist in coordinating workflow to support timely completion of print jobs. Work is performed with a high degree of independence within established guidelines, contributing to efficient operations, quality production, and effective customer service. The incumbent may also support document imaging and electronic file management in alignment with records retention and digital workflow initiatives.

CORE COMPETENCIES:

As a Digital Print Operator II, the incumbent is expected to become proficient in the following competencies as described below in order to successfully perform the essential functions of the job, while adhering to and promoting the Department's Mission, Vision, Values, Strategic Imperatives and Goals. Effective development of the identified Core Competencies fosters the advancement of the following Leadership Competencies: Change Commitment, Risk Appetite, Self-Development/Growth, Conflict Management, Relationship Building, Organizational Awareness, Communication, Strategic Perspective, and Results Driven.

- **Flexibility and Managing Uncertainty** : Adjusts thinking and behavior in order to adapt to changes in the job and work environment. (Employee Excellence - Stewardship)
- **Dealing with Ambiguity (Risk)**: Can comfortably handle risk and uncertainty, as well as make decisions to act without having the total picture. (Employee Excellence - Integrity)
- **Continuous Professional Development**: Seeks to obtain knowledge and improve performance while supporting others in doing the same. (Employee Excellence - Pride)
- **Problem-solving and Decision-making** : Identifies problems and uses logical analysis to find information, understand causes, and evaluate and select or recommend best possible courses of action. (Employee Excellence - Integrity)
- **Teamwork/Partnership**: Develops, maintains, and strengthens partnerships with others inside or outside of the organization through effective communication and collaboration. (Employee Excellence - Collaboration)
- **Customer Focus**: Considers, prioritizes, and takes action on the needs of both internal and external customers. (Employee Excellence - People First)
- **Interpersonal Effectiveness** : Effectively and appropriately interacts and communicates with others to build positive, constructive, professional relationships. Tailors communication style based on the audience. Provides and is receptive to feedback. (Employee Excellence - Collaboration)
- **Planning and Results Oriented**: Organizes and executes work to meet organizational goals and objectives while meeting quality standards, following organizational processes, and demonstrating continuous commitment. (Employee Excellence - Stewardship)
- **Technical Expertise**: Depth of knowledge and skill in a technical area. (Employee Excellence - Stewardship)

TYPICAL DUTIES:

Percentage
Essential (E)/Marginal (M)¹ Job Description

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35%	E	Operates, maintains, and performs advanced troubleshooting on high-speed digital printing and finishing equipment to produce a wide range of complex printed materials. Receives print requests and obtains source materials in hard copy or electronic format; independently prepares files and equipment for production and determines appropriate print methods in accordance with job specifications and established procedures. Utilizes software applications, including Microsoft Office Suite (Word, Excel, PowerPoint, Teams, Publisher) and Adobe applications (Acrobat Pro, Photoshop, Illustrator), to format, manipulate, and integrate files from multiple digital sources. Produces digital and analog print jobs of varying complexity and ensures proper setup and execution of finishing processes, including collating, inserting, cutting, and folding. Performs routine and intermediate-level troubleshooting and maintenance on equipment to ensure efficient and continuous operation, and identifies issues requiring escalation or vendor support.
30%	E	Provides customer service to internal District staff by receiving and clarifying print requests, recommending efficient and cost-effective reprographic methods, and communicating job status and completion timelines. Independently organizes and prioritizes workload to meet deadlines and support efficient production. Sets up printing and finishing equipment and ensures completion of assigned jobs, including coordinating finishing processes as needed. Maintains required logs and records related to reprographic operations and completes tracking documentation, such as the In-Plant Printing Operations Report (IPPOR). Coordinates with Headquarters Reprographics to ensure compliance with tracking and reporting requirements. Applies and promotes safe equipment operation and adherence to established procedures. Maintains the Reprographics area, including the cage, in a clean, organized, and safe condition, and monitors supply levels to ensure materials are available for ongoing operations. May provide technical guidance to lower-level staff on reprographic processes, equipment use, and workflow coordination.
25%	E	Reviews job orders and completed work for accuracy, clarity, and adherence to specifications. Performs comprehensive quality control checks to ensure finished materials meet established standards and customer expectations, and coordinates with customers as needed to verify accuracy and presentation. Applies advanced knowledge of printing processes to identify and resolve quality issues related to files, equipment, or production methods, and makes appropriate adjustments within established guidelines. Performs equipment-related quality control functions, including recording meter readings, replacing toner and ink, and following established procedures when handling materials associated with equipment operation. Completes complex finishing and production tasks, including coil and book binding, laminating, large-format printing, and mounting of posters, as well as producing banners and specialty print items. Safely operates finishing equipment such as paper cutters, drills, stitchers, and binding machines.
10%	M	Maintains inventory and independently monitors supply levels; coordinates and facilitates the ordering and stocking of materials to support operational needs. Coordinates equipment maintenance activities, including initiating service requests and working with vendors or appropriate staff to ensure timely preventive maintenance and repairs. Serves as a technical lead and subject-matter expert for reprographics services by providing guidance on equipment operation, file preparation, and production methods, and by supporting workflow coordination within the unit. May provide back-up support to other areas within the Safety and District Services Branch, as assigned.

¹ESSENTIAL FUNCTIONS are the core duties of the position that cannot be reassigned.

MARGINAL FUNCTIONS are the minor tasks of the position that can be assigned to others.

SUPERVISION OR GUIDANCE EXERCISED OVER OTHERS

None. This position does not supervise other staff. The incumbent receives general supervision from a Supervisor I and may receive day-to-day direction from designated lead staff. The incumbent may provide technical guidance and support to lower-level staff on reprographic processes, equipment operation, and workflow coordination.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

KNOWLEDGE OF: Principles and procedures for operating digital and high-speed printing equipment; materials, paper types, and tools used in print production; recordkeeping and inventory practices; and requisition processes. Basic electronics and computer commands used to operate digital print equipment, as well as safety requirements related to the operation of printing and finishing equipment and general industrial workplace safety practices. Principles and techniques used to modify and optimize digital print images and documents, including file integration and preparation for complex print jobs. Applicable software applications, including Microsoft Office Suite (Word, Excel, PowerPoint) and Adobe applications (Acrobat Pro, Illustrator), used to support reprographic production.

ABILITY TO: Operate digital printing and finishing equipment and perform routine and intermediate-level troubleshooting and maintenance. Manipulate electronic files for print production, including advanced formatting, sizing, cropping, merging, masking, and image adjustments. Follow oral and written instructions and independently complete assigned work accurately and efficiently.

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Organize, prioritize, and coordinate multiple assignments to meet deadlines and optimize workflow. Determine quantities of materials needed for each work order, estimate reasonable completion timelines, and sequence multiple jobs based on priority and workload demands. Identify and resolve routine and moderately complex issues with print jobs or equipment, applying appropriate corrective actions within established guidelines. Apply mathematical calculations and measurements required for print production. Set up and operate a variety of finishing equipment, including cutters, drills, stitchers, and binding machines. Retrieve, manage, and maintain electronic files in accordance with established procedures, and prepare completed jobs for delivery or shipment. Communicate effectively and provide courteous, responsive customer service to internal and external customers, vendors, and staff at all levels. Provide guidance to others on reprographic processes, equipment use, and workflow coordination, as needed. Apply established processes and technical knowledge to determine appropriate production methods and ensure completed work meets quality standards and job specifications.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

The incumbent exercises a higher level of judgment in performing assigned duties and making decisions within established procedures and guidelines to support customer needs and operational requirements. The position requires independent decision-making related to job prioritization, production methods, and resolution of routine and moderately complex issues. Errors or inefficiencies may result in delays in print production, increased material waste, additional costs, or the need to reprint work. Inaccurate or untimely work may negatively impact customer satisfaction, disrupt workflow for other functional areas, and affect overall project delivery.

PUBLIC AND INTERNAL CONTACTS

Internal contacts include District staff from various offices and branches to receive, clarify, and coordinate reprographic service requests, provide recommendations on production methods, and resolve routine and moderately complex issues. External contacts are limited and may include contractors, vendors, and representatives from other public agencies for the purpose of coordinating services, obtaining information, and resolving issues related to reprographic operations.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

The incumbent must be able to stand for extended periods while operating reprographic equipment and completing assigned print jobs. Duties require the ability to lift and move materials, including boxes of paper weighing up to 50 pounds, multiple times throughout the workday. The incumbent must be able to transport materials using equipment such as dollies, carts, and pallet jacks, and move large or cumbersome items, including oversized print jobs and poster boards, within the Reprographics area. The position requires sufficient color vision to perform duties involving color printing and visual quality checks. The incumbent may be required to obtain and maintain certification to operate equipment such as a forklift, as needed. The incumbent must be able to manage multiple tasks, independently prioritize work, adapt to changing priorities, and meet deadlines in a fast-paced production environment. The position requires the ability to apply sound judgment within established guidelines and respond effectively to changing conditions or unexpected challenges. The incumbent must be able to develop and maintain cooperative working relationships and communicate effectively with staff, customers, and vendors in a professional manner.

WORK ENVIRONMENT

The incumbent works in a climate-controlled office environment with artificial lighting and may experience fluctuating temperatures. The position involves exposure to varying noise levels from reprographic equipment and limited exposure to chemicals used in equipment maintenance. A valid driver's license is required to operate a State vehicle, when necessary. The incumbent may be required to work overtime, including evenings and weekends, during peak workload periods.

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I have read, understand and can perform the duties listed above. (If you believe you may require reasonable accommodation, please discuss this with your hiring supervisor. If you are unsure whether you require reasonable accommodation, inform the hiring supervisor who will discuss your concerns with the Reasonable Accommodation Coordinator.)

I agree that by providing my electronic signature for this form, I agree to conduct business transactions by electronic means and that my electronic signature is the legal binding equivalent to my handwritten signature. I hereby agree that my electronic signature represents my execution or authentication of this form, and my intent to be bound by it.

EMPLOYEE (Print)

EMPLOYEE (Signature)

DATE

I have discussed the duties with, and provided a copy of this duty statement to the employee named above.

SUPERVISOR (Print)

SUPERVISOR (Signature)

DATE

POSITION DUTY STATEMENT

DOT PM-0924 (REV 01/2025)

CLASSIFICATION TITLE Digital Print Operator I	OFFICE/BRANCH/SECTION Admin / Safety & District Svcs / Business Svcs / Reprographics	
WORKING TITLE Digital Print Operator	POSITION NUMBER 911-007-1411-XXX	REVISION DATE 04/30/2026

As a valued member of the Caltrans team, you make it possible to improve lives and communities through transportation.

GENERAL STATEMENT:

Under the supervision of a Supervisor I, the Digital Print Operator I (DPO I), an entry and first journey-level classification in the Digital Print Operator series, performs a variety of reprographic and digital printing duties in support of District operations. The incumbent prepares, operates, and performs routine maintenance on digital printing and finishing equipment to produce a wide range of printed materials. The DPO I utilizes computer applications to manipulate and prepare electronic files for production, including formatting, resizing, merging, and basic image adjustments. Work is performed in accordance with established procedures, with guidance provided by supervisory or lead staff as needed. The incumbent contributes to efficient workflow, quality production, and timely completion of print jobs while providing customer service to internal and external customers, and may assist with document imaging and electronic file management in support of records retention and digital workflow initiatives.

CORE COMPETENCIES:

As a Digital Print Operator I, the incumbent is expected to become proficient in the following competencies as described below in order to successfully perform the essential functions of the job, while adhering to and promoting the Department's Mission, Vision, Values, Strategic Imperatives and Goals. Effective development of the identified Core Competencies fosters the advancement of the following Leadership Competencies: Change Commitment, Risk Appetite, Self-Development/Growth, Conflict Management, Relationship Building, Organizational Awareness, Communication, Strategic Perspective, and Results Driven.

- **Flexibility and Managing Uncertainty** : Adjusts thinking and behavior in order to adapt to changes in the job and work environment. (Employee Excellence - Stewardship)
- **Dealing with Ambiguity (Risk)**: Can comfortably handle risk and uncertainty, as well as make decisions to act without having the total picture. (Employee Excellence - Integrity)
- **Reliability**: Ability to demonstrate dependability in meeting commitments, and providing a consistent work product. Takes responsibility for individual actions in order to meet deadline demands. (Employee Excellence - Pride)
- **Problem-solving and Decision-making** : Identifies problems and uses logical analysis to find information, understand causes, and evaluate and select or recommend best possible courses of action. (Employee Excellence - Integrity)
- **Teamwork/Partnership**: Develops, maintains, and strengthens partnerships with others inside or outside of the organization through effective communication and collaboration. (Employee Excellence - Collaboration)
- **Customer Focus**: Considers, prioritizes, and takes action on the needs of both internal and external customers. (Employee Excellence - People First)
- **Communication**: Expresses oneself clearly in all forms of communication. Gives feedback and is receptive to feedback received. Knows that listening is essential. Keeps others in the Division and other functional units informed as appropriate. (Employee Excellence - Collaboration)
- **Planning and Results Oriented**: Organizes and executes work to meet organizational goals and objectives while meeting quality standards, following organizational processes, and demonstrating continuous commitment. (Employee Excellence - Pride)
- **Technical Expertise**: Depth of knowledge and skill in a technical area. (Employee Excellence - Stewardship)

TYPICAL DUTIES:

Percentage
Essential (E)/Marginal (M)¹ Job Description

POSITION DUTY STATEMENT

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35%	E	Using a networked computer, operates and performs routine maintenance on digital printing and finishing equipment to produce a wide range of printed materials. Receives print requests and obtains source materials in hard copy or electronic format; prepares files and equipment for production in accordance with job specifications. Utilizes software applications, including Microsoft Office Suite (Word, Excel, PowerPoint, Teams, Publisher) and Adobe applications (Acrobat Pro, Photoshop, Illustrator), to format, manipulate, and assemble files from various digital sources. Produces digital and analog print jobs of varying complexity and completes finishing tasks such as collating, inserting, cutting, and folding. Performs basic troubleshooting and minor maintenance on equipment to ensure efficient and continuous operation.
30%	E	Provides customer service to internal District staff by receiving and clarifying print requests, recommending appropriate reprographic methods, and communicating job status and completion timelines. Organizes and prioritizes workload to meet deadlines and ensure efficient production. Sets up printing and finishing equipment and performs finishing tasks necessary to complete assigned jobs. Maintains required logs and records related to reprographic operations, and, with direction from supervisor or lead staff, completes tracking documentation such as the In-Plant Printing Operations Report (IPPOR) and coordinates with Headquarters Reprographics as needed to meet reporting requirements. Follows established safety procedures and equipment operating guidelines. Maintains the Reprographics area, including the cage, in a clean, organized, and safe condition, and ensures supplies are adequately stocked and properly stored.
25%	E	Reviews job orders and completed work for accuracy, clarity, and adherence to specifications. Performs quality control checks to ensure finished materials meet established standards and customer expectations, and coordinates with customers as needed to verify accuracy and presentation. Performs routine equipment quality control functions, including recording meter readings, replacing toner and ink, and following established procedures when handling materials associated with equipment operation. Completes finishing and production tasks, including coil and book binding, laminating, large-format printing, and mounting of posters, as well as producing banners and stickers. Safely operates finishing equipment such as paper cutters, drills, three-hole punch machines, and stitchers.
10%	M	With direction from supervisor or lead staff, assists with inventory management by monitoring supply levels, reporting needs, and supporting the ordering and stocking of materials. Supports equipment maintenance activities by reporting issues, coordinating service requests, and assisting with routine preventive maintenance as needed. May provide back-up support to other areas within the Safety and District Services Branch, as assigned.

¹ESSENTIAL FUNCTIONS are the core duties of the position that cannot be reassigned.

MARGINAL FUNCTIONS are the minor tasks of the position that can be assigned to others.

SUPERVISION OR GUIDANCE EXERCISED OVER OTHERS

None. This position does not supervise other staff. The incumbent receives direct supervision from a Supervisor I and may receive day-to-day direction from designated lead staff. Technical guidance may be provided by higher-level Digital Print Operators or Headquarters Reprographics staff, as needed.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

KNOWLEDGE OF: Principles and procedures for operating digital and high-speed printing equipment; materials, paper types, and tools used in print production; recordkeeping and inventory practices; and basic requisition processes. Basic electronics and computer commands used to operate digital print equipment, as well as safety requirements related to the operation of printing and finishing equipment and general industrial workplace safety practices. Principles and techniques used to modify digital print images and documents. Applicable software applications, including Microsoft Office Suite (Word, Excel, PowerPoint) and Adobe applications (Acrobat Pro, Illustrator).

ABILITY TO: Operate digital printing and finishing equipment and perform basic troubleshooting and minor maintenance. Manipulate electronic files for print production, including formatting, sizing, cropping, merging, masking, and basic image adjustments. Follow oral and written instructions to complete assigned work accurately and efficiently. Organize, prioritize, and manage multiple assignments to meet deadlines and optimize workflow. Determine quantities of materials needed for each work order, estimate reasonable completion timelines, and sequence multiple jobs based on priority and workload demands. Identify routine issues with print jobs or equipment and take appropriate corrective action or escalate as needed. Apply basic mathematical calculations and measurements required for print production. Set up and operate finishing equipment such as cutters, drills, stitchers, and binding machines. Retrieve, save, and manage electronic files in accordance with established procedures, and prepare completed jobs for delivery or shipment. Communicate effectively and provide courteous, responsive customer service to internal and external customers, vendors, and staff at all levels. Interact professionally through both written correspondence and verbal communication. Apply established processes and guidelines to determine appropriate production methods and ensure completed work meets quality and job specifications.

POSITION DUTY STATEMENT

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RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

The incumbent exercises judgment in carrying out assigned duties and making routine decisions within established procedures and guidelines to effectively support customer needs and operational requirements. Errors or inefficiencies may result in delays in print production, increased material waste, additional costs, or the need to reprint work. Inaccurate or untimely work may impact customer satisfaction and disrupt workflow for other functional areas.

PUBLIC AND INTERNAL CONTACTS

Internal contacts include District staff from various offices and branches to receive, clarify, and complete reprographic service requests. External contacts are limited and may include contractors, vendors, and representatives from other public agencies for the purpose of coordinating services, resolving routine issues, or obtaining information related to reprographic operations.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

The incumbent must be able to stand for extended periods while operating reprographic equipment and completing assigned print jobs. Duties require the ability to lift and move materials, including boxes of paper weighing up to 50 pounds, multiple times throughout the workday. The incumbent must be able to transport materials using equipment such as dollies, carts, and pallet jacks, and move large or cumbersome items, including oversized print jobs and poster boards, within the Reprographics area. The position requires sufficient color vision to perform duties involving color printing and visual quality checks. The incumbent may be required to obtain and maintain certification to operate equipment such as a forklift, as needed. The incumbent must be able to manage multiple tasks, adapt to changing priorities, and meet deadlines in a fast-paced production environment. The position requires the ability to follow instructions, apply sound judgment within established guidelines, and respond effectively to changing conditions or unexpected challenges. The incumbent must be able to develop and maintain cooperative working relationships and communicate effectively with staff, customers, and vendors in a professional manner.

WORK ENVIRONMENT

The incumbent works in a climate-controlled office environment with artificial lighting and may experience fluctuating temperatures. The position involves exposure to varying noise levels from reprographic equipment and limited exposure to chemicals used in equipment maintenance. A valid driver's license is required to operate a State vehicle, when necessary. The incumbent may be required to work overtime, including evenings and weekends, during peak workload periods.

I have read, understand and can perform the duties listed above. (If you believe you may require reasonable accommodation, please discuss this with your hiring supervisor. If you are unsure whether you require reasonable accommodation, inform the hiring supervisor who will discuss your concerns with the Reasonable Accommodation Coordinator.)

I agree that by providing my electronic signature for this form, I agree to conduct business transactions by electronic means and that my electronic signature is the legal binding equivalent to my handwritten signature. I hereby agree that my electronic signature represents my execution or authentication of this form, and my intent to be bound by it.

EMPLOYEE (Print)

EMPLOYEE (Signature)

DATE

I have discussed the duties with, and provided a copy of this duty statement to the employee named above.

SUPERVISOR (Print)

SUPERVISOR (Signature)

DATE