

DUTY STATEMENT

DGS OHR 907 (Rev. 7/2025)

☐ Current☒ Proposed

RPA NUMBER 31012	DGS DIVISION / OFFICE or CLIENT AGENCY Office of State Publishing	
UNIT NAME Customer Development	HEADQUARTER ADDRESS (example: 707 3rd Street, West Sacramento, CA 95605) 885 Riverside Parkway West Sacramento, CA	
CIVIL SERVICE CLASSIFICATION Printing Process and Operations Planner	POSITION NUMBER 331-112-7230-112	CBID R14
POSITION ELIGIBLE FOR TELEWORK: ☒ Yes ☐ No	PROBATIONARY PERIOD ☐ 6 Months ☒ 12 Months ☐ N/A	WORK WEEK GROUP 2
WORK SCHEDULE (DAYS / HOURS) Monday - Friday / 8:00 am to 5:00 pm	TENURE Perm	
WORKING TITLE Printing Process and Operations Planner	TIMEBASE Fulltime	
DESIGNATED POSITION FOR CONFLICT OF INTEREST (COI): ☐ Yes ☒ No	BILINGUAL POSITION: ☐ Yes ☒ No LANGUAGE NEEDED: ☐ Verbal ☐ Written Proficiency language in: _____	
PROPOSED INCUMBENT (IF KNOWN)	EFFECTIVE DATE	

CORE VALUES / MISSION ☒ Rank and File ☐ Supervisor ☐ Specialist ☐ Office of Administrative Hearings ☐ Client Agency

The Department of General Services (DGS) Core Values and Employee Expectations are key to the success of the Department's Mission. That mission is to "Deliver results by providing timely, cost-effective services and products that support our customers." DGS employees are to adhere to the Core Values and Employee Expectations, and to perform their duties in a way that exhibits and promotes those values and expectations.

POSITION CONCEPT

Under general direction of the Printing Process and Operations Supervisor, the Printing Process and Operations Planner (PPOP) performs the full range of printing planning functions and works with clients to develop printing methods, layouts, work processes and provides consultations and/or recommendations on the full range of services that meets the client's specific printing needs and Office of State Printing (OSP) capabilities. The performance of the duties will be accomplished in accordance with the guidelines of the Department of General Services (DGS), OSP operations manual directives of Government Code, CA Code of Regulations, and State Administrative Manual.

SPECIAL REQUIREMENTS ☐ Medical Clearance ☐ Background Clearance ☐ Typing ☐ DMV Pull Notice ☐ Drug Testing
☐ Vehicle Home Storage Permit ☐ Driver's License and Class (specify below in Description) ☐ Certificate (specify below in Description)
☐ Professional License (specify below in Description) ☐ Other (specify below in Description)

Telework

The employee must reside in California.

ESSENTIAL FUNCTIONS

PERCENTAGE	DESCRIPTION
20%	Analyzes and manages confidential, time sensitive and high profile printing jobs and specifications and works with customers and OSP staff to develop the best plan for execution of a printing job, including recommending the best style, paper, format, ink type, and other job related factors, utilizing Standard Forms, various and complex analytical methodologies, and electronic data sources (LOGIC system) at the direction of management following State budgetary and procurement guidelines to ensure a successful production planning process.
20%	Develops and completes accurate estimates of printing jobs by producing a cost estimate or bid based on the customer's requirements, expectations, time-frames, and budget in order to assure

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PERCENTAGE	DESCRIPTION
	that the data processing system has the information needed for accurately estimating printing work and vends out or contracts needs by following printing guidelines and industry standards using standard methods to ensure competitive pricing at the end of production prior to submission for billing.
20%	Prepares schedule of events for all customer information requests utilizing proof and sample tracking, order status, production progress, shipment status, inventory levels and general account information in order to maintain a good relationship with customers and have an understanding of the client's needs to ensure satisfactory turnaround.
20%	Assumes responsibility for jobs throughout the production cycle and works closely with production staff to ensure efficient completion of jobs by conferring with department supervisors to determine status of assigned projects in order to make sure state and federal critical deadlines are met.
10%	Develops, implements and executes agency print cost savings plans for orders to attract potential customers and retain existing ones by following OSP business procedures to ensure paid advertising in state publications by utilizing current technology in all phases of advertising.
5%	Reviews job production results to ensure that products meet specifications and makes adjustments as needed utilizing analytical techniques and program guidelines, in order to achieve the departmental goals and objectives at the direction of management to provide quality customer service.

MARGINAL FUNCTIONS

PERCENTAGE	DESCRIPTION
5%	Participates in customer development, training classes, advertising programs, conferences and trade shows in order to promote OSP's products and services according to OSP business procedures; participates in developing the content for the OSP Web Store Front, utilizing program experience for continuous improvement and maintenance needs for on-line projects; may act in a lead capacity to lower level staff.

WORK ENVIRONMENT AND PHYSICAL REQUIREMENTS☐ Travel (Specify the percentage in the travel box below)

Work involves exposure to unusual elements such as extreme temperatures, dirt, dust, fumes, unpleasant odors, and loud noises. Hearing protection is provided.

Requires adhering to health and safety protocols.

May require the ability to work overtime as needed.

DESIRABLE QUALIFICATIONS

- Strong customer service and communication skills
- Self-starter with a demonstrated history of showing initiative
- Knowledge of print estimating or process planning
- The ability to work under pressure and meet deadlines in a fast-paced environment

You are a valued member of the department's team. You are expected to work cooperatively with team members and others to enable the department to provide the highest level of service possible. Your creativity and productivity are encouraged. Your efforts to treat others fairly, honestly and with respect are important to everyone who works with you.

I have discussed these duties with my supervisor and have received a copy of the duty statement. I have read and understand the duties and essential functions listed above and I am able to complete the essential functions with or without a reasonable accommodation. (If you believe you need a reasonable accommodation or you are unsure if you need a reasonable accommodation, please inform the hiring manager and contact the Reasonable Accommodation Unit at reasonableaccommodation@dgs.ca.gov)

EMPLOYEE NAME	EMPLOYEE SIGNATURE	DATE SIGNED
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I have discussed the duties of the position with the employee and certify the duty statement represents an accurate description of the essential functions of the position. I have provided the employee with a copy of this duty statement.

SUPERVISOR NAME	SUPERVISOR SIGNATURE	DATE SIGNED
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C & P APPROVED BY	DATE SIGNED
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