Digital Project Consultant

**Definition of Class**
This is a non-supervisory position in which the incumbent serves as a customer service consultant who provides accurate information for digital printing needs. The incumbent accepts and processes requests for work orders, tracks jobs throughout the printing process to delivery of the product, maintains contact with client, oversees billings, and updates departmental website. This position reports directly to the Pre-press Operations Manager.

**Examples of Work Performed**
Serves as customer service consultant; accepts and processes production job requests; prepares work procedures, expedites work flow, and determines delivery specifications.

Coordinates correspondence with clients and refers customers to staff experts for specialized needs.

Analyses, resolves, and assists personnel in handling work order problems.

Prepares summary reports on work volume, accuracy, and efficiency.

Designs and produces complex electronic files for publications, to include but not limited to, business cards, letterhead, brochures, booklets, newsletters, journals, manuals, directories, and posters.

Produces complex electronic illustrations, layouts, and digital images for incorporation into publications, displays, presentations, and web pages.

Produces color and black and white compositions using laser printers.

Performs pre-flight checks of disks to ensure files include all components necessary for completion of a job. Consults with customer to resolve file, compatibility, and software issues and recommends necessary design changes to expedite production of the job.

Prepares cost estimates for complex jobs.

Oversees the billing process in the absence of the Accounting Assistant.

Answers routine questions about departmental policies, procedures, and operations.

Performs routine clerical tasks, such as filing, opening and distributing mail, faxing, and typing. May be required to operate switchboard in the absence of support staff.

Performs similar or related duties as assigned or required.

**Essential Functions**
These essential functions include, but are not limited to, the following. Additional essential functions may be identified and included by the hiring Department.
1. Serves as a customer service consultant for digital printing needs. Accepts and processes production job requests; prepares work procedures, expedites work flow, and determines delivery specifications.

2. Prepares cost estimates.

2. Performs pre-flight checks of disks to ensure files include all components necessary for completion of a job.

Minimum Qualifications
These minimum qualifications have been agreed upon by Subject Matter Experts (SMEs) in this job class and are based upon a job analysis and the essential functions. However, if a candidate believes he/she is qualified for the job although he/she does not have the minimum qualifications set forth below, he/she may request special consideration through substitution of related education and experience, demonstrating the ability to perform the essential functions of the position. Any request to substitute related education or experience for minimum qualifications must be addressed to The University of Mississippi’s Department of Human Resources in writing, identifying the related education and experience which demonstrates the candidate’s ability to perform all essential functions of the position.

Physical Requirements: These physical requirements are not exhaustive, and additional job related physical requirements may be added to these by individual agencies on an as needed basis. Corrective devices may be used to meet physical requirements.

Physical Exertion: The incumbent may be required to lift up to approximately 25 pounds.

Vision: Requirements of this job include close vision and color vision.

Speaking/Hearing: Ability to give and receive information through speaking and listening.

Motor Coordination: While performing the duties of this job, the incumbent is frequently required to sit and talk and hear. The incumbent is periodically required to stand and walk, reach; and stoop, kneel, crouch or bend.

Experience/Educational Requirements:

Education:
High School Diploma or equivalent (GED).

AND

Experience:
Three (3) years of experience as related to the above described duties.

Interview Requirements
Any candidate who is called for an interview must notify the Department of Human Resources in writing of any reasonable accommodation needed prior to the date of the interview.

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