



NORTH ORANGE COUNTY  
COMMUNITY COLLEGE DISTRICT



**Job Description**

|                                                                                                |                                                |                |           |
|------------------------------------------------------------------------------------------------|------------------------------------------------|----------------|-----------|
| Job Title:                                                                                     | District Director, Print and Creative Services | Salary Range:  | 18        |
| Date Revised:                                                                                  | 4/2/2026                                       | Date Approved: | 6/23/2026 |
| THIS IS A DESIGNATED CLASSIFIED MANAGEMENT POSITION SUBJECT TO A SIX-MONTH PROBATIONARY PERIOD |                                                |                |           |

**PRIMARY PURPOSE**

Under the general direction of an administrator or manager, the District Director, Print and Creative Services plans, organizes, and directs the District's integrated print, graphics, mail, and courier operations. The Director oversees a multi-functional department responsible for graphic design, digital and offset printing, reproduction, finishing, mail distribution, and courier services that support instructional, administrative, and promotional needs across the District. The Director ensures efficient scheduling, high-quality output, cost-effective operations, and excellent customer service while maintaining compliance with industry standards and institutional goals.

**DISTINGUISHING CHARACTERISTICS**

The District Director Print and Creative Services is a management-level classification responsible for the overall administration of District-wide print, design, and mail operations. The District Director Print and Creative Services is distinguished by its oversight of both creative and production functions, from concept design through distribution, requiring technical expertise, production management skills, and fiscal accountability. The Manager provides leadership in workflow coordination, staff supervision, vendor relations, and continuous improvement of departmental processes.

The District Director Print and Creative Services serves as the District's subject matter expert (SME) in print technology, graphic design, and reprographics management, ensuring efficient, innovative, and customer-focused services that enhance institutional communication and outreach.

**ESSENTIAL FUNCTIONS**

Examples of essential functions are descriptive and not restrictive in nature.

**Department Leadership and Operations**

1. Plans, organizes, and manages day-to-day operations of the District's print, graphics, mail, and courier services.
2. Establishes priorities, production schedules, and workflow processes to ensure timely, accurate, and high-quality delivery of services.
3. Assigns projects and provides guidance and direction to staff; monitors work to ensure accuracy, quality, and compliance with established standards.
4. Develops and implements operational policies, procedures, and standards to promote efficiency, consistency, and customer satisfaction.
5. Monitors and evaluates departmental performance, identifying areas for improvement and implementing best practices.
6. Prepares and maintains reports, records, and documentation related to department activities and performance metrics.



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7. Performs all administrative duties, including but not limited to creating purchase orders, petty cash vouchers, verifying time sheets, answering phone calls and email inquiries and questions, placing service calls for equipment repairs; ordering supplies.

### Print, Graphics, and Mail Management

8. Oversees all phases of print production, including digital and multicolor offset printing, binding, and finishing.
9. Directs graphic design and layout services for District departments, ensuring alignment with institutional branding and accessibility standards.
10. Coordinates the preparation and delivery of campus mail and courier routes; develops and adjusts delivery schedules to meet District needs.
11. Ensures equipment is properly maintained and upgraded to support production quality and operational efficiency.

### Budget and Financial Oversight

12. Develops and administers the annual department budget; monitors and controls expenditures to ensure compliance with established budget limitations and fiscal policies.
13. Establishes and oversees billing systems for departmental services; reviews usage reports and cost recovery data.
14. Makes recommendations regarding equipment purchases, upgrades, and replacements to maintain operational effectiveness.
15. Negotiates pricing and service agreements with external vendors and suppliers to achieve cost savings and quality standards.

### Vendor and Client Relations

16. Establishes and maintains effective relationships with vendors, contractors, and suppliers for design, print, and mail services; participates in contract negotiations, as needed.
17. Communicates with campus and District personnel, vendors, and staff to coordinate cost-effective projects, resolve issues, and ensure satisfaction with final products.
18. Provides professional consultation and cost estimates to departments regarding design and print projects.

### Supervision and Staff Development

19. Selects, trains, supervises, and evaluates assigned staff; establishes work priorities and monitors performance for accuracy and productivity.
20. Provides leadership and guidance to promote professional growth, teamwork, and high-quality service delivery.
21. Ensures compliance with safety protocols and promotes a positive and inclusive work environment.

### Technology and Process Improvement

22. Maintains current knowledge of emerging technologies, methods, and trends in graphic design, print production, and mail operations.



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23. Researches and implements new systems or processes that enhance workflow efficiency, environmental sustainability, and print quality.
24. Ensures departmental readiness to adopt digital tools and sustainable production practices consistent with District goals.
25. Learns and applies emerging technologies and advances as necessary to perform duties in an efficient, organized, and timely manner.

### Diversity, Equity, and Inclusion

26. Provides leadership in advancing District and College efforts to increase workforce diversity, close equity gaps, and foster an inclusive work and learning environment.
27. Participates in District/College efforts to increase the diversity of faculty and staff and to address student achievement gaps; actively assists in the creation of a welcoming and inclusive work and educational environment; attends and participates in diversity, equity, and inclusion trainings and events.

### General

28. Performs other duties that support the overall objective of the position and department

### WORKING RELATIONSHIPS

The incumbent engages and maintains contact with various District administrators, management, faculty, staff, students, vendors, government agencies and organizations, higher education institutions, the California State Chancellor's Office, and the public.

### MINIMUM QUALIFICATIONS

#### Education and Experience:

- Associate Degree with coursework in printing and design operations, or related discipline); **AND**
- Four (4) years of increasingly responsible management or supervisory experience in a related field.
- **Or**, any combination of education and experience which would provide the required equivalent qualifications of the position; **AND**
- Commitment to diversity. All applicants must have demonstrated sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender, gender identity, sexual orientation, and ethnic backgrounds of community college students, faculty, and staff. The applicant must be able to demonstrate how their experience with these factors relates to successfully achieving the goals of the position.

### DESIRABLE QUALIFICATIONS

- Experience with mail operations and postal regulations.
- Experience in a higher education environment.
- Demonstrated experience fostering an inclusive and welcoming work or educational environment through equity-minded approaches in professional interactions with colleagues and students.



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### KNOWLEDGE, SKILLS, AND ABILITIES

#### Knowledge:

- Knowledge and understanding of District, college, division, department, and/or program organizations, operations, policies, procedures, rules, laws, regulations, goals, and objectives related to the area of assignment.
- Knowledge of and familiarity with the California Education Code and other applicable laws and regulations related to the area of assignment.
- Knowledge of print production principles, spanning high-speed photocopying to multi color process printing.
- Knowledge of graphic design.
- Knowledge of bindery and finishing services.
- Knowledge of job estimating and pricing.
- Knowledge of postal regulations and functions, including bulk mail requirements and preparation of mass mail.
- Knowledge of budget preparation and maintenance.
- Knowledge of recordkeeping, filing, file sharing, and filing system methods and techniques.
- Knowledge of Occupational Safety and Health Administration (OSHA) regulations.
- Knowledge of the National Institute of Occupational Safety and Health (NIOSH).
- Knowledge of public bidding processes.
- Knowledge of federal and state regulations related to student services, such as FERPA.
- Knowledge and awareness of equity and inclusion principles, particularly in the context of student support services.
- General knowledge of community college structures, processes, and student demographics.

#### Skills:

- Print and graphic services.
- Strong organizational skills with the ability to prioritize and manage multiple tasks efficiently.
- Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook) and other relevant software applications.
- Excellent written and verbal communication skills, with the ability to draft clear and concise reports, correspondence, and presentations.
- Data collection, analysis, and reporting, particularly in relation to program outcomes and student participation.
- Computer software programs, applications, databases, and Enterprise Resource Planning Systems (ERP) systems; computer hardware and peripheral equipment related to the area of assignment.

#### Abilities:

- Ability to work independently and collaboratively within a team environment.
- Ability to interact positively and professionally with a diverse student population, faculty, and staff.



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- Ability to manage, coordinate, analyze, specify, and accomplish projects and provide customer service in a multi-tasking environment.
- Ability to keep abreast of technological changes.
- Ability to operate a computer and assigned software.
- Ability to drive a vehicle to conduct work and visit multiple facilities and active construction sites.
- Ability to exercise good judgment and initiative in resolving problems in making recommendations.
- Ability to maintain records and prepare reports.
- Ability to supervise, train, and provide work direction to others.
- Ability to interact courteously and effectively with faculty, staff, and the public.
- Ability to interpret and follow written and verbal instructions, safety procedures, and operational guidelines.
- Ability to plan, organize, and prioritize workload to meet schedules and timelines.
- Ability to maintain confidentiality and handle sensitive information with discretion.
- Ability to learn and adapt to new software, systems, and processes as required.
- Ability to attend and participate in diversity, equity, and inclusion trainings and events.
- Ability to provide an inclusive and welcoming work/educational environment.
- Ability to demonstrate a sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender, gender identity, sexual orientation, and ethnic backgrounds of community college students, faculty, and staff. The applicant must be able to demonstrate how their experience with these factors relates to successfully achieving the goals of the position.
- Ability to establish and maintain effective and cooperative working relationships with those encountered in the course of work.

### SPECIAL REQUIREMENTS, LICENSES, and/or CERTIFICATIONS

- Possession of or ability to possess a valid driver license based on the need related to the area of assignment if and when travel is required in the course of work.
- Travel may be required for various off-site meetings, trainings, conferences, and/or events in support of the overall objective of the position.

### PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

#### **Physical Demands:**

While performing the duties of this classification, the incumbent is regularly required to sit, walk, and/or stand, speak, or hear, both in person and by telephone. Use hands repetitively to perform fine/gross finger manipulation, handle, feel or operate standard office equipment; reach with hands and arms; and occasionally lift and carry up to 25 pounds, unassisted and up to 75 pounds with assistance. Must frequently sit and/or stand for long periods of time; dexterity of hands and fingers to operate a variety of computer and office equipment. The incumbent may



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be required to bend at the waist, kneel and/or crouch; move about the college or District site(s). The incumbent may be required to lift heavy materials and operating machinery. Specific vision abilities required by this job include close vision and the ability to adjust focus and view a variety of computer screens, printed documents, and instructions.

The incumbent may be required to work a flexible and varying work schedule based on the needs of the department, including evenings and weekends, as needed.

### **Mental Demands:**

While performing the duties of this class, the incumbent is regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve problems; observe and interpret people and situations; learn and apply new information or skills; perform highly detailed work on multiple, concurrent tasks; use math/mathematical reasoning; perform highly detailed work under changing priorities and deadlines on multiple concurrent tasks; work with frequent interruptions, and interact with District and/or college faculty, staff, management, administrators, students, educational institutions, and others encountered the course of work.

## **WORK ENVIRONMENT AND CONDITIONS**

### **Work Environment:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **Working Conditions:**

Work is performed in an indoor environment, subject to a variety of safety considerations. The incumbent may be subject to high levels of noise from equipment, dust, fumes, and exposure to hazardous chemicals and materials. The incumbent may be required to wear a respirator or other safety equipment in the execution of essential responsibilities including personal protective equipment (PPE). The incumbent may be subject to constant interruptions and frequent interaction with District and college personnel and the public.

Specific vision abilities required by this job include close vision and the ability to adjust focus and view a variety of computer screens, printed documents, and instructions.

To accomplish this job successfully, an individual must be able to perform, with or without reasonable accommodation, each essential function satisfactorily. Reasonable accommodations may be made to help enable qualified individuals with disabilities to perform the essential functions of the position.

North Orange County Community College District (NOCCCD) is committed to creating a diverse academic and workforce environment that encourages and fosters diversity, equity, inclusion, and equal opportunities for everyone. NOCCCD is focused on creating a welcoming culture to ensure students, faculty, management, and staff feel included, supported, and safe.



NORTH ORANGE COUNTY  
COMMUNITY COLLEGE DISTRICT



Cypress College



Fullerton College

**NOCE**  
NORTH ORANGE  
CONTINUING EDUCATION

### **Job Description**

NOCCCD looks for likeminded and inclusive individuals who represent the community's diversity and demonstrate a sensitivity to the understanding of the diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds of those we represent. Our District community of professionals is devoted to enriching our students' lives by bringing a variety of ways to engage and discover their individual and collective paths through education.