

POSITION DESCRIPTION

Print Production/Mail Services Supervisor

Position Print Production/Mail Services Supervisor
Department/Site Enterprise Services
FLSA Exempt
Evaluated by Enterprise Services Manager
Salary Range 11

Summary

Under the general direction of the Enterprise Services Manager, the Print Production/Mail Services Supervisor manages and coordinates all aspects of the Print Production Center and Mail Services. The Print Production/Mail Services Supervisor advises campus personnel on time efficiencies and cost-effective processes in both digital and wide-format printing.

Essential Duties and Responsibilities

- Responsible for the day-to-day operations of Print Production and Mail Services.
- Establishes and maintains a quality control program to ensure high quality services at reasonable cost.
- Oversees complex digital printing involving a variety of technical and precise adjustments.
- Performs design and layout functions to produce brochures, posters, signs, classroom materials, promotional printing, and other graphics, produced on rigid materials.
- Maintains inventory of supplies and paper for printing/production operation; maintains inventory and production records; verifies pricing, creates purchase requisitions, coordinates with vendors, submits completed orders for payment; follows up on back-ordered items.
- Evaluates and coordinates job requests for deadline requirements; prepares cost estimates for job requests and printing bids; prepares invoices for payment.
- Oversees maintenance of all mailing and printing equipment to ensure quality operating conditions; tracks monthly copy usage and coordinates maintenance contracts, licenses, and software upgrades on digital equipment.
- Performs complex printing and mail functions that merge variable data during print processes; organizes projects to maximize savings in accordance with USPS and FedEx requirements.
- Provides input to campus constituents on printing/production projects, advising on time and cost efficiencies.
- Functions as a skilled operator in the production of color digital workflow and wide-format printing.
- Researches and analyzes emerging technologies that create timely and efficient workflow.
- Coordinates and negotiates pricing with vendors for outside production of campus publications.
- Maintains positive working relationships with other departments on campus.
- Communicates District policy and administrative decisions to assigned personnel.
- Manages the department budget.
- Approves expenditures according to established guidelines.
- Administers the collective bargaining agreements between the District and the classified union.
- Creates an atmosphere of collegiality and promotes shared governance.
- Supervises and evaluates assigned personnel.
- Resolves conflict.
- Ensures compliance with local, state, and federal regulations.

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- Performs other duties as assigned that support the overall objective of the position and the District's mission and philosophy.

Knowledge, Skills and Abilities

- Knowledge of digital laser and inkjet printing.
- Knowledge of financial and personnel management.
- Knowledge of computer applications in financial reporting, word processing, spreadsheet, and database programs.
- Ability to perform mathematical calculations.
- Knowledge of desktop publishing including, Adobe Photoshop, Adobe Illustrator, Adobe InDesign, Adobe Acrobat, and Microsoft Office 365 suite of products (Outlook Teams, Word, Excel, PowerPoint, and Publisher).
- Knowledge of mailing software, NCOA (National Change of Address) and CASS (Coding Accuracy Support System) Certification for USPS Bulk Mailing.
- Knowledge of electronic file transfers.
- Knowledge of pre-press/page assembly software and variable data printing.
- Knowledge of database and electronic accounting/management reporting.
- Knowledge of wide-format design and printing.
- Knowledge of postage regulations and procedures.
- Ability to work independently and perform all relevant duties of the position with only general direction.
- Ability to work effectively in a shared governance environment.
- Ability to provide customer support from a supervisory level.
- Ability to provide customer service protocol with a customer service-oriented priority.
- Ability to effectively use a personal computer and a variety of job-related software applications.
- Ability to conduct long-range planning.
- Ability to communicate effectively, in English, with a diverse population both orally and in writing.
- Sensitivity to, understanding of, and respect for the diverse academic, socioeconomic, ethnic, religious, cultural background, disability, and sexual orientation of community college students, faculty, and staff.

Physical Requirements

- Ability to stand for extended periods, frequently lifting and carrying up to 50 pounds.

Education and Experience

- Possession of an associate degree (or the completion of sixty (60) semester college units) and three years of experience with digital production sheet-fed presses and wide-format printing operations. Experience in troubleshooting and performing minor maintenance on printing, wide-format and mailroom equipment.