

CLASS SPECIFICATION
Print Shop Supervisor

FLSA Status: Exempt
Union Representation: Nonrepresented

GENERAL PURPOSE

Under direction, plans, organizes, schedules, assigns, supervises and evaluates the activities, services and personnel of the City's large, multi-shift, state-of-the-art printing plant and satellite printing facilities; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

This single-incumbent class provides first-level supervision, technical assistance and training to a staff of technical printing plant craft workers. The class is responsible for planning and organizing the use of staff, equipment and materials to meet deadlines and for the overall quality of services and products, for customer service and procuring work that is beyond the scope of the City's inplant from commercial vendors. Printing plant services include analog and digital copy center production, typesetting and digital pre-press services, offset printing, large-format digital printing, and bindery services. Duties and responsibilities are carried out with considerable independence within the framework of established policies, procedures and guidelines. Work and results are reviewed through inspection and analysis of records and reports, personal interviews and from reported customer satisfaction.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Any one position in this class may not perform all the duties listed below, nor do the listed examples of duties include all similar and related duties that may be assigned to this class.

1. Plans, supervises and evaluates the work of assigned staff; with staff, develops, implements and monitors work plans to achieve division mission, goals and performance measures; participates in developing and monitoring performance against the biennial division budget; supervises, participates in developing, recommends and implements plans, policies, systems and procedures applicable to unit responsibilities.
2. Plans and evaluates the performance of assigned staff; establishes performance requirements and personal development targets; regularly monitors performance and provides coaching for performance improvement and development; recommends merit increases and other rewards to recognize performance; recommends disciplinary action, up to and including termination, to address performance deficiencies, in accordance with the City Charter, Code, human resources policies and labor contract provisions.
3. Provides leadership and works with staff to create a high performance, service-oriented work environment that supports the City's and bureau's mission, objectives and service expectations; provides leadership and participates in programs and activities that promote workplace diversity and a positive employee relations environment.

4. Ensures that customers' printing and reprographic needs are met on time, with high-quality results, and at a cost that is competitive with commercial alternatives.
5. Creates estimates, quotes and specifications, solicits, reviews and awards bids obtained from commercial printing plants.
6. Organizes, schedules and evaluates the work and personnel of a large, multi-shift, state-of-the-art printing plant and its smaller satellite copy centers.
7. Consults with and advises City staff regarding their printing and reprographic needs; investigates and resolves customer complaints and questions.
8. Coordinates and oversees printing plant services provided to other government agencies.
9. Supervises the maintenance of printing plant supplies and material.
10. Oversees and administers equipment maintenance and service agreements.
11. Ensures that critical legal deadlines are met on relevant printing and reprographic jobs.
12. Researches and remains up-to-date on technological trends and advances in the printing industry.
13. Provides technical assistance to staff and customers in resolving difficult problems encountered.
14. Ensures the City's safety program and goals are implemented and carried out in the printing plant and satellite copy centers.
15. Operates a variety of computer software programs that support the day-to-day work of the printing plant.

OTHER DUTIES

1. Performs duties of on-call City Photographer.

MINIMUM QUALIFICATIONS

Knowledge of:

1. Techniques, methods, materials and equipment used in the operation of a large, state-of-the-art printing plant.
2. Principles and practices of employee supervision, including selection, training, work evaluation and discipline.
3. Principles and practices of purchasing materials and outside services.
4. Safe work methods and safety practices pertaining to the work.
5. Operation and maintenance of a wide variety of equipment, hand, shop and power tools used in the work.
6. Relevant codes and regulations.

7. Computer applications related to the work.
8. Principles and practices of effective customer service.
9. Current reproduction processes, equipment and techniques, and the requirements and capabilities of local commercial vendors.

Ability to:

1. Plan, estimate, coordinate and schedule the work of multi-shift, multiple-site operations.
2. Prepare and maintain a variety of reports and records pertaining to the work.
3. Operate and maintain equipment used in the field.
4. Establish and maintain effective working relationships with those encountered in the course of the work.
5. Identify and implement effective courses of action to complete assigned work.
6. Coordinate work assignments with other divisions, departments and agencies.
7. Develop and implement goals, objectives, policies, procedures, work standards and internal controls.
8. Exercise independent judgment and initiative within established guidelines.

Training and Experience:

A typical way of obtaining the knowledge, skills, and abilities outlined above is graduation from high school or G.E.D. equivalent; and four years of skilled journey-level experience in the operation of a large, state-of-the-art printing plant, including at least two years with lead or supervisory responsibilities; or an equivalent combination of training and experience.

Licenses; Certificates; Special Requirements:

A valid state driver's license.

PHYSICAL AND MENTAL DEMANDS

Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depends, in part, on the specific requirements for the job, the limitations related to disability and the ability of the hiring bureau to accommodate the limitation.

Class History:

Adopted: 07-01-02

Revised:

Class created as a result of Nonrepresented Classification & Compensation Study, 2000-2002. This class is composed of positions from the following class(es):

0968 PROGRAM MANAGER I. Adopted: 07-01-92

June 2009 - Change Job Class number from 7732 to 30000722, due to system change.