



PRINT COPY MAIL CENTER SUPERVISOR

Job Description
April 22, 2015

Position Summary

Supervise the Print Copy Mail Center (PCMC) operations, including in-house printing, duplication, visual display production and mailing services to ensure timely production and delivery.

Reporting Relationship

Report to the Deputy Chief of Technology Services.

Responsibilities

The essential functions include, but are not limited to, the following fundamental duties:

Supervise the operations of the PCMC to ensure smooth day-to-day operations, including prioritizing jobs; advising staff in the preparation of projects; coordinating the completion of all project processes to meet deadlines, planning equipment utilization for the most efficient processing of jobs; reestablishing unit priorities and/or renegotiating project timelines with customers when necessary and related activities.

Supervise the employees of the PCMC including assigning work, monitoring employee work, participating in the staffing and selection process, training and coaching staff, evaluating performance and related activities.

Communicate with a wide variety of customers via e-mail, telephone and in-person; evaluate their needs in relation to the department's services and capability to provide the product(s) requested; confer with the client and department staff to establish product requirements, costs and timelines for completion.

Advise staff throughout the production process to ensure completion of the project as requested by the customer; re-negotiate project timelines with customers as necessary; respond to customer complaints about projects.

Prepare graphic layouts and/or modify work submitted to the PCMC to make it compatible with printing press operations; utilize computer software in the development of projects as appropriate; operate PCMC equipment as necessary.

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Responsibilities (continued)

Maintain the quality and format standards of the district for all projects; ensure that District design directions for company identification, logo placement and credit listings are followed.

Monitor work projects to ensure that quality and format standards are followed; review completed work and maintain record of work completed.

Contact vendors for price quotes; analyze quotes for good quality supplies at the lowest cost; requisition paper, maintain paper and supply inventory; order printing supplies and equipment when necessary.

Perform quarterly physical inventory of products on-hand; modify ordering as appropriate.

Determine whether an outside vendor is needed to complete a project; work with outside vendors in order to achieve satisfactory performance on outsourced materials.

Work with the Purchasing Department on large equipment purchases by researching machine specifications and lease requirements and observing the operation of the equipment; recommend equipment that best meets the needs of the PCMC.

Establish and maintain a pricing structure that offers customers the best possible price without losing money for the department; review the pricing structure annually to ensure that expense goals are met; recommend pricing changes to department administration and implement approved changes.

Establish and monitor the budget to ensure that annual chargeback and expense goals are met; develop price structure to ensure a breakeven or better budget for the following year.

Seek additional internal and external customers to meet profitability goals.

Prepare operational reports as requested by administration.

Recommend long-term department goals, strategies and work priorities to ensure the on-going success of the PCMC.

Attend district and external meetings as appropriate to represent the PCMC.

Contribute to the District's Strong Schools, Strong Communities efforts by partnering with other staff to contribute to student achievement and the alignment and sustainability of resources.

Perform other related duties as assigned.

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Knowledge, Skills and Abilities

Considerable knowledge of paper stock, inks and other printing supplies and equipment.

Considerable knowledge of the use of digital technology as it relates to the printing industry.

Considerable knowledge of copyright laws and restrictions as they relate to school district publications.

Considerable knowledge of United States Postal Service rules, regulations and rates.

Working knowledge of costing techniques.

Working knowledge of Board policies and district practices.

Working knowledge of supervisory techniques to supervise staff.

Considerable skill in the graphic development of district-wide supplemental and promotional materials.

Considerable skill in the operation and maintenance of printing equipment.

Considerable ability to interact effectively with District employees representing a diversity of cultural and ethnic backgrounds.

Considerable ability to prioritize work and to plan and organize multiple priorities so deadlines are met.

Some mechanical ability.

Minimum Qualifications

One year of post-secondary coursework in graphic arts or graphic design and three years of supervisory experience in a full service print shop. (Equivalent combinations of education and/or experience will be considered).