

PRINT SHOP MANAGER

DISTINGUISHING FEATURES OF THE CLASS: This position has responsibility for supervising the overall operation of the Broome County Print Shop and Mailroom, which includes planning, organizing, supervising and record keeping of the activities of the mailing and print services, including high speed large volume duplication, digital printing, and finishing equipment. Work is performed under the general supervision of IT management with wide leeway allowed for the use of independent judgment. Supervision is exercised over duplicating center workers, and the mailroom and courier employees. Does related work as required.

TYPICAL WORK ACTIVITIES:

Directs and manages the technical and maintenance activities of the print shop;

Identifies equipment requirements, facilitates the RFP process, and recommends the acquisition of equipment;

Recommends expenditures and monitors the division budget;

Assists in the development and implementation of county-wide mailing and printing policies and procedures;

Plans and assigns work for employees of the Print Shop and Mail Room;

Supervises, and evaluates employee performance, checks quality, accuracy, and output of employee work;

Participates in the hiring of personnel, provides or coordinates staff training, and works with employees to correct deficiencies;

Ensures the proper operation and appropriate safety procedures are always followed by print shop and mail room personnel;

Establishes and maintains quality control program to ensure high quality services at a reasonable cost;

Performs complex printing and mail functions that merges variable data during print processes; organizes projects to maximize postal savings in accordance with USPS requirements;

Maintains inventory of supplies for equipment, operation, and necessary stock, maintains inventory and production records, verifies current pricing, assists with the creation of purchase requisitions and submitting of filed orders for payment, follows up on backordered items;

Coordinates forms management systems for all County Departments;.

Evaluates and coordinates job requests for deadline requirements;

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Prepares complete cost estimates for job requests and printing bids;

Assists in the preparation of invoices for payment;

Oversees maintenance of all mailing and printing equipment to always ensure quality operating conditions;

Assists in the management of maintenance contracts and software upgrades on digital equipment;

Assists in developing goals and objectives for the department;

Prepares and maintains print shop production records and fiscal requirements for budget process;

Develops marketing strategies and cost saving programs and educates County employees on available cost-saving services;

Schedules mail delivery, pickup, incoming, and outgoing mail services, package services, and maintains mailroom records;

Consults with customers, monitors work in progress, and ensures that quality controls are in place and maintained;

Prepares bid specifications for printing and manages purchasing activities for the print shop;

Monitors stock levels and buying print production material;

Coordinates projects and ensures that work is finished by agreed deadlines and to budget;

Responds to requests related to print order procedures and troubleshoots issues;

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of operating principles and capabilities of printing and mail room equipment;

Thorough knowledge of the functions of each area of a printing operation including the graphics section, digital press, make ready workstation, and bindery;

Thorough knowledge of duplicating machines and safety procedures;

Good knowledge of related machines such as collators, binders, paper cutters, folders, and inserters;

Good knowledge of office terminology, practices, and procedures used in a printing operation;

Good knowledge of postal regulations and requirements

Good knowledge of the best practices and trends in the printing and mailing industry

Ability to schedule workload to avoid peaks and valleys in production;

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Ability to manage several projects at the same time, and multi-task;

Ability to establish quality standards and evaluate each phase of printing jobs;

Ability to operate all components of offset duplicating and digital equipment;

Ability to develop and maintain effective working relationships with employees of the department, other County departments, and outside agencies;

Ability to plan, direct, and supervise the work of subordinate employees;

Ability to communicate effectively both orally and in writing;

Ability to keep accurate and organized records;

Ability to understand and follow moderately complex oral and written directions;

Ability to make arithmetic computations involving fractions, decimals, and percentages;

Ability to get along well with others;

Ability to operate a personal computer;

Ability to lift and carry moderately heavy loads.

MINIMUM QUALIFICATIONS:

- A) Possession of an Associate's Degree* in graphic design, computer science or closely related field and four years of experience in the operation of digital printing and finishing, two of which must have included supervisory responsibilities; OR
- B) Graduation from high school or possession of a general equivalency diplomas and six years of experience in the operation of digital printing and finishing, two of which must have included supervisory responsibilities; OR
- C) An equivalent combination of training and experience as defined by the limits of A) and B) above.

SUBSTITUTION: Up to one year of vocational reprographics education and training may be substituted for required operational experience on a year for year basis, two years of supervisory responsibilities are still required.

NOTE: Because of the radical evolution of technology in this field, qualifying experience must have been gained within the last five years

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SPECIAL REQUIREMENT: Possession of a valid license to operate a motor vehicle in the State of New York will be required at time of appointment and maintain same while in the title.

* Your degree must have been awarded by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of education. If your degree was awarded by an educational institution outside of the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the internet at <http://www/cs/ny/gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.