

## **DOCUMENT SERVICES MANAGER**

**DISTINGUISHING FEATURES OF THE CLASS:** This position exists in the Document Services center at Broome-Tioga BOCES and has responsibility for directing all work of the BOCES Document Services Operation, including budgetary responsibilities, planning, staff management and evaluation, and all production activities related to the school district document needs. Work is performed under the direct supervision of the Chief Operating Officer with leeway allowed for the exercise of independent judgment. Supervision is exercised over the staff of the Document Services. Does related work as required.

### **TYPICAL WORK ACTIVITIES:**

Oversees daily and long term work schedule to ensure satisfactory completion of document services requests;  
Oversees, directs and supervises the daily activities of Document Services personnel;  
Conducts team lead meetings and staff meetings on a regular basis;  
Communicates with school district administrators on all operational changes and issues;  
Meets with Chief Operating Officer to review all personnel, operational status, and departmental financial status, including budget preparation;  
Monitors orders to ensure high quality that meets the districts expectations;  
Responsibility for management and oversight of projects with project deadlines;  
Orders stock and supplies as needed, coordinating and managing inventory to ensure minimum waste and maximum quality;  
Reviews work progress to ensure following the planned schedule and budget, and maintain effective work flow;  
Initiates and prepares employee appraisals;  
Oversees preventative maintenance programs on equipment;  
Provides training on efficient work flow, and proper and safe machine operations;  
Maintains a variety of reports.

### **FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

Good knowledge of the principles and concepts of document production methods;  
Good knowledge of methods of effective communication;

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Working knowledge of efficient work flow strategies;  
Ability to plan, direct and supervise the work of subordinate personnel;  
Ability to communicate effectively both orally and in writing;  
Ability to establish and maintain effective working relationships;  
Ability to plan and prioritize projects and the work of others;  
Ability to estimate costs of project production;  
Ability to understand and carry out complex oral and written instructions;  
Ability and willingness to learn and adapt to updated, modern technology as necessary;  
Ability to prepare and maintain a variety of records and reports;  
Ability to work under pressure with frequent interruptions assuring deadlines are met;  
Strong organizational skills;  
Creativity;  
Accuracy;  
Initiative;  
Dependability.

**MINIMUM QUALIFICATIONS:**

- A) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's Degree in management or business related field and two years of supervisory or managerial experience; OR
- B) Graduation from a regionally accredited or New York State registered college or university with an Associate's Degree in management or business related field and four years of supervisory or managerial experience;
- C) Graduation from high school or possession of a high school equivalency diploma and six years supervisory or managerial experience;
- D) An equivalent combination of training and experience as described in (A), (B) and (C) above.

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Competitive