

PRINTING AND SERVICES COORDINATOR

DEFINITION

Under the direction of the Assistant Director of Administration, coordinates, trains, plans, and schedules Printing and Services personnel, in the operation, maintenance and customer service functions of the Printing and Services Division; and performs in the operation, maintenance and customer service functions.

EXAMPLES OF DUTIES

Coordinate daily Printing and Services operations, including planning, prioritizing and scheduling work duties of the Printing and Services technical and support personnel. Assign and coordinate work for Printing and Services personnel, including Offset Press Operators, Lead Services Clerk, Services Clerks, Clerk I-II and Typographic Composer, monitor work accomplishments, train new employees or other employees in new methods; review assignments and revise to improve cost effectiveness and productivity. Coordinate, plan and perform printing activity in support of city and county departments and elected officials; coordinate and perform the mail delivery service for city, county and state offices. Coordinate the convenience copy machine program for use by city and county employees; coordinate the vehicle pool program for county employees; coordinate the record storage for county departments. Develop, revise and recommend division policies and procedures. Review and evaluate Printing and Services' customer service and recommend policy and procedural changes to improve service quality. Assist in complex tasks related to the preparation of annual budget requests and monitor expenditures and compliance with the adopted annual budget; establish and maintain division record keeping systems; prepare correspondence and other documents pertaining to division activities; answer questions and provide information in reply to customer inquiries. Develop specifications for supplies and equipment purchases. Maintain automated production records and other required records; receive requisitions, oversee inventory of paper, printing and mail supplies, establish priorities to meet deadlines.

EMPLOYMENT STANDARDS

Education and Experience: Any combination of training and experience equivalent to high school graduation and three years of experience operating an offset printing press and other related printing equipment in a customer service operation. In addition, qualified applicants will have at least one year professional experience coordinating and/or leading a group or team.

Knowledge, Skills and Abilities: Knowledge of lead work techniques and leadership; knowledge of customer service and quality improvement techniques; knowledge of pre-press and post-press operations; knowledge of the operation and maintenance of printing equipment. Ability to assign work, monitor work and train staff. Skill in maintaining computerized records and using word processing software. Skill in providing cost estimates for requested work. Ability to follow through on responsibilities; ability to operate mail equipment, ability to develop specifications for supplies and equipment purchases; ability to work from oral and written directions. Ability to maintain effective working relationships with management, employees and customers; ability to work independently; ability to lift and carry materials weighing up to 50 pounds unassisted. Ability to stand, walk, stoop, twist, bend, push, pull and crouch routinely and repeatedly throughout the day.

Special Requirements: Must possess (or be eligible for) a valid Wisconsin driver's license.