

PRINTING AND SERVICES MANAGER

DEFINITION

Under general direction, manage printing and support services provided to County and City of Madison and other agencies of local government. Direct printing, office supply and mail distribution services, and to do related work as required.

EXAMPLES OF DUTIES

Plans and manages the preparation and printing of various forms, reports and other materials; supervises personnel including making or effectively recommending action on hiring, probationary assessments, job assignments, performance evaluations, disciplinary actions, adjustment of grievances and other personnel actions; provides a variety of printing and reproduction services, including offset printing, collating, folding, binding and photocopying; consults with departmental representatives, providing advice about format, size, colors, and paper stock; estimates costs; controls production requisitions; based on cost, production capability and other factors, decides make or buy (contract out) printing determinations; assures that all equipment is properly maintained, manages supply inventory; evaluates improved production and service delivery alternatives; directs the purchasing, receipt, recording, storage and issuance of office supplies; maintains cost records and records of expenditures; administer equipment contracts; manages operating financial records, particularly accounts receivable; prepares annual financial statements; supervises the collection and distribution of mail, efficient delivery methods, postal fees and charges.

EMPLOYMENT STANDARDS

Education and Experience: Any combination equivalent to graduation from high school and four years progressively responsible experience in managing a high volume printing operation, emphasizing customer satisfaction. Prefer supervisory experience.

Knowledges and Abilities: Extensive knowledge of production printing and service management techniques, materials, and processes used in printing and reproducing materials with offset presses and other reproducing equipment; ability to schedule production to effectively meet changing priorities and meet deadlines, establish and maintain high quality cost effective standards, ability to understand customers; ability to establish and maintain record systems, inventory control, and complete reports; knowledge of storekeeping methods and procedures employed in the receipt, storage, and distribution of office supplies; ability to train and supervise personnel; ability to establish and maintain effective working relations with customers.