

SANTA CLARA COUNTY OFFICE OF EDUCATION

CLASS TITLE: SUPERVISOR – PRINT SERVICES

BASIC FUNCTION:

Under the direction of the Director I-Digital Design and Media Services, organize and direct the activities and operations of the SCCOE Print Services Department; supervise, plan, and schedule the production of printed material for departments and programs of the County Office of Education; develop and monitor budget; perform preventive and minor equipment adjustments; maintain service agreements; train and evaluate the performance of assigned personnel.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Organize and direct the activities and operations of the SCCOE print services; plan, coordinate, and organize print services for offset press, camera, reprographics, full color print, copy, finish, graphic design, and mail-ready products; prioritize service and work order requests; recommend the use of external printers or agencies; monitor automated copy card usage; participate in the development and implementation of departmental policies and procedures.

Supervise, plan, and schedule the production of printed material for departments and programs of the office; analyze, evaluate, and forecast trends in relation to the successful operation of reproduction services.

Develop, review, and revise production practices, procedures, service menus, and fee schedules; order appropriate supplies and equipment; maintain inventory and records of materials and supplies for printing; recommend products and materials to expand services, products, or production capabilities; research, and implement innovative print, color, copy, and bindery processes, methods, and techniques; maintain supplies and equipment; anticipate equipment replacement needs.

Communicate with staff and departments regarding print media services; oversee internal/external advertising and marketing promotions; schedule and coordinate printing services to accommodate the customer's requirements; notify, inform, or respond to internal and external customers regarding printing estimates, fees, account deficits, project status, and/or projects requiring explanation, clarification, or special handling; determine fees and charges for printing services.

Establish a program for short and long term replacement; analyze new equipment design; perform minor equipment repairs as necessary.

Assure the safe work environment for personnel; assures health and safety mandates are maintained; develop and monitor annual printing services operating budget; monitor department budget activities, account recordings, and analyzes cost for customer print orders.

Train and evaluate the performance of assigned staff; interview and select employees and recommend transfers, reassignment, termination and disciplinary actions; analyzes and forecasts staffing requirements; and determine staff training and in-service needs.

Prepare and maintain a variety of reports, records and files related to personnel and assigned activities.

Communicate with administrators, personnel and outside organizations to coordinate activities, resolve issues and conflicts and exchange information.

Evaluate, determine, and select appropriate equipment and systems, keeps abreast of new printing techniques; coordinates, organize and follow through on multiple diverse activities simultaneously; clarify copying and duplicating requests and determine equipment and supply needs.

Develop and implement short and long-term planning in own department; provide data for long-term planning in Print Services.

Oversee the operation of a variety of reprographic and finishing equipment including offset press, high speed copiers, folders, cutters, staplers, drills, binders, computers, scanners and assigned software; drive a vehicle to conduct work; pick up and deliver projects as needed.

Attend a variety of meetings as assigned.

OTHER DUTIES:

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Organization and direction of printing, reproduction and graphic design projects, services and activities.

Principles, practices and techniques involved in the design, formatting, layout, production, printing and duplication of a variety of graphics, documents and materials.

Office duplicating processes and machines including high speed copiers, printers, offset press and related finishing equipment.

Methods, terminology, equipment, materials, processes and procedures used in the production of printed and graphic materials.

Page layout and graphic arts design techniques and procedures.

Methods and procedures of operating computers and peripheral equipment.

Computers and graphics software applications used by the County Office of Education.

Methods of collecting and organizing data and information.

Oral and written communication skills.

Principles and practices of supervision and training.

Applicable laws, codes, regulations, policies and procedures.

Interpersonal skills using tact, patience and courtesy.

Operation of a computer and assigned software.

ABILITY TO:

Organize, direct and participate in the design, formatting, layout, production, printing and duplication of a variety of graphics, documents and materials for the County Office of Education.

- Coordinate communications and personnel to meet printing needs and assure smooth and efficient activities.
- Plan, schedule, develop and implement printing, reproduction and graphic design projects.
- Train and evaluate the performance of assigned personnel.
- Receive, prioritize and coordinate response to printing requests and work orders.
- Estimate time, materials and personnel requirements for printing projects.
- Operate an assigned computer system, specialized peripherals and graphics software.
- Utilize high-speed reprographic, finishing and offset printing equipment in the printing and reproduction of a variety of materials.
- Enter text and graphic elements using a keyboard, scanned materials or data files.
- Assemble, collate, bind, hole punch, drill, pad, fold, bind and staple reproduced materials.
- Create, plan, develop and layout text, color and art work.
- Inspect completed projects for accuracy, completeness and compliance with established specifications.
- Communicate effectively both orally and in writing.
- Interpret, apply and explain rules, regulations, policies and procedures.
- Establish and maintain cooperative and effective working relationships with others.
- Meet schedules and time lines.
- Work independently with little direction.
- Plan and organize work.
- Prepare records and reports related to assigned activities.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: graduation from high school including college-level course work in graphic design, multimedia communications or related field and three years increasingly responsible experience in graphic design, offset printing machines, high-speed copiers and computers.

LICENSES AND OTHER REQUIREMENTS:

Valid California driver's license.

WORKING CONDITIONS:

ENVIRONMENT:

- Print shop environment.
- Constant interruptions.
- Driving a vehicle to conduct work.


PHYSICAL DEMANDS:

- Dexterity of hands and fingers to operate a variety of printing equipment.
- Standing for extended periods of time.
- Seeing to read a variety of materials and monitor printing operations.
- Bending at the waist, kneeling or crouching to retrieve and store supplies.
- Reaching overhead, above shoulders and horizontally.
- Hearing and speaking to exchange information.

HAZARDS:

Working around or with machinery having moving parts.
Chemicals used in the printing process.

Approved by Personnel Commission: June 23, 2011


Philip J. Gordillo
Executive Director, Human Resources

7/07/11
Date