

SANTA CLARA COUNTY OFFICE OF EDUCATION

CLASS TITLE: SUPERVISOR – PRINT SERVICES

BASIC FUNCTION:

Under the direction of the assigned administrator, organizes and directs the activities and operations of the SCCOE Print Services Department; supervises, plans, and schedules the production of printed material for departments and programs of the Santa Clara County Office of Education (SCCOE), school and school districts; develops and monitors budget; performs preventive and minor equipment adjustments; maintains service agreements; trains and evaluates the performance of assigned personnel.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Organizes and directs the activities and operations of the SCCOE Print Services; plans, coordinates, and organizes print services for digital printing, full color print, copy, finish, graphic design, and mail-ready products; prioritizes service and work order requests; recommends the use of external printers or agencies; participates in the development and implementation of departmental policies and procedures.

Supervises, plans, and schedules the production of printed material for departments and programs of the office; analyzes, evaluates, and forecasts trends in relation to the successful operation of reproduction services.

Oversees the fleet of copiers.

Develops, reviews, and revises production practices, procedures, service menus, and fee schedules; orders appropriate supplies and equipment; maintains inventory and records of materials and supplies for printing; recommends products and materials to expand services, products, or production capabilities; researches and implements innovative print, color, copy, and bindery processes, methods, and techniques; maintains supplies and equipment; anticipates equipment replacement needs.

Communicates with staff and departments regarding print media services; oversees internal/external advertising and marketing promotions; schedules and coordinates printing services to accommodate the customer's requirements; notifies, informs, or responds 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.

Establishes a program for short and long-term replacement; analyzes new equipment design; performs minor equipment repairs, as necessary.

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

Trains and evaluates the performance of assigned staff; interviews and selects employees and recommends transfers, reassignment, termination, and disciplinary actions; analyzes and forecasts

staffing requirements; and determines staff training and in-service needs.

Prepares and maintains a variety of reports, records and files related to personnel and assigned activities.

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

Evaluates, determines, and selects appropriate equipment and systems, keeps abreast of new printing techniques; coordinates, organizes and follows through on multiple diverse activities simultaneously; clarifies copying and duplicating requests and determines equipment and supply needs.

Develops and implements short and long-term planning in own department; provides data for long-term planning in Print Services.

Oversees the operation of a variety of reprographic and finishing equipment including 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.

Attends a variety of meetings as assigned.

OTHER DUTIES:

Performs other 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, 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 artwork.

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 timelines.

Work independently with little direction.

Plan and organize work.

Prepare records and reports related to assigned activities.

LEADERSHIP TEAM COMPETENCIES:

Develops and fosters effective individuals and teams.

Operationalizes the organizational vision, mission, goals, shared values, and guiding principles.

Demonstrates emotional intelligence.

Models inclusive, effective, and authentic communication.

Applies knowledge of the intersectionality of race, equity, and inclusion.

Builds and sustains positive, trusting relationships.

Conducts SCCOE operations with the highest moral, legal, and ethical principles.

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, digital 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
Revised 5/11/22



Marisa Perry
Director III – HR / Classified Personnel Services

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