

GRAPHICS & COMMUNICATIONS SERVICES SUPERVISOR

PURPOSE AND NATURE OF WORK

Position is responsible for a full service printing/binding shop, shipping/receiving, postage, internal mail as well as large scale utility bill mailing. Incumbent works with considerable independence and has supervisory responsibilities for a small staff of technical and support personnel while working under the general direction of the Chief Information Officer.

ILLUSTRATIVE EXAMPLES OF WORK (Note: These examples are intended only to illustrate the various types of work performed by incumbents in this class. All of the duties performed by any one incumbent may not be listed, nor does any incumbent necessarily perform all of these duties.)

Supervises and participates in the large postage purchases, use, re-billing, recording and reporting as well as overseeing, training and supervising the mail room staff. Manages day to day operations of the postage and printing internal service funds with a substantial internal printing operation. Assures positive customer relations and financially sound practice.

Supervises and participates in set up, preventative maintenance, adjustment, cleaning and operation of all printing equipment. Analyzes requirements of production and determines prices necessary for fund to balance income and expenses. Monitors customer satisfaction and implements changes as needed. Supervises and participates in setup, adjustments, cleaning and operation of large folder/insertor/postage machines used in utility billing, as well as routine mail, postage and shipping operations. Counsels management on purchase of copiers; provides routine maintenance and supplies for all copiers for LCG.

Trains and supervises clerks, operators, and technicians engaged in printing, mailing, distributing and carrying mail, shipping, and answering central telephone line for LCG. Performs emergency repairs on machinery. Purchases supplies and equipment subject to procurement policy. Performs related work as required.

Coordinates service orders for non-hosted municipal phone lines. Opens work order, gathers and inputs relevant information regarding problem, contacts service provider for ticketing, and ensures resolution or proper claim escalation.

Oversees the billing for local and long distance telephone service, cell phones and pagers. Handles the most difficult billing issues and analyzes spending to improve cost efficiency.

NECESSARY KNOWLEDGE, ABILITIES, AND SKILLS

Thorough knowledge of printing/binding equipment, methods and materials.

Thorough knowledge of operation of mailing equipment; scales, inserter, folder and postage machines.

Knowledge of the City/Parish organization, locations and characteristics.

Knowledge of methods and materials necessary to provide postage, shipping and receiving services to a large organization.

Knowledge of local, state and federal laws regulating employment.

Knowledge of methods and materials necessary to provide telecommunications support and billing services.

Ability to rapidly research, read, analyze and apply statutes, laws and regulations.

Ability to use computer spreadsheets to perform analyses of costs of and to re-bill postage and printing services.

Ability to communicate effectively in writing and orally.

Ability to form and maintain effective working relationships with employees, officers, elected officials and general public.

DESIRABLE EDUCATION AND EXPERIENCE

Completed vocational technical school in a technology related field with substantial prior working experience in printing, postage/shipping, or an equivalent combination of education and experience.