Supervisor, Duplication Services

FLSA Status: Non-Exempt
Pay Grade: 16
Job Title ID: 12357
Job Series/Job Family: Student Support & Success Series / Student Learning Services Family

Reports To

Director, Student Learning Services

Job Purpose

To supervise College-wide duplication services including central duplication operations and remote copying stations.

Description of Duties and Tasks

Essential duties and responsibilities include the following. Other duties may be assigned.

Required

1. Provides excellent customer service and project follow-through.
2. Supervises, schedules, and trains duplication staff, and oversees duplication workflow.
3. Maintains records and tracking system of duplication requests and completed jobs.
4. Prioritizes and assigns work orders for duplication services; coordinates large projects with customers, ensures supplies are available for use within time frame required. Collaborates with external sources for special print jobs as needed. Researches and finds resolutions for printing problems.
5. Assists with operation of duplication equipment, including, but not limited to: copying and printing from static and digital sources; folding and stuffing; coil binding; shrink wrapping; lamination; and cutting processes.
6. Assists in purchasing new equipment and supplies. Maintains inventory of College-wide duplication equipment. Prepares bid specifications, conducts initial negotiations of purchase agreements, and ensures local level service agreements are met. Negotiates and maintains duplication equipment lease and maintenance agreements.
7. Oversees College-wide copier networking services; researches customer inquiries and copier problems, networking capabilities, and connectivity issues. Works with computer technicians to seek problem resolution. Maintains operational procedures and documentation regarding copier networking. Maintains database with user codes and copier/printer IP addresses.
8. Performs preventative maintenance on copiers and duplication equipment and reports malfunctions to service technicians.
9. Keep updated billing/invoicing records and tracks expenditures and reconciliations.

Knowledge

Must possess required knowledge and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.

Required

- Familiarity with production and functions equipment used in duplication services.
- Methods of documenting and tracking expenditures and reconciliations.
- Practices, principles, and technology of copying and duplication processes.
- Supervisory principles, practices, and methods.
- Budget preparation, bid and purchasing procedures, and expense control.

Skills

Must possess required skills and be able to explain and demonstrate, with or without reasonable

accommodations, that the essential functions of the job can be performed.

Required

- Maintaining confidentiality of work related information and materials.
- Effective interaction with customers, discussing duplication capabilities, negotiating due dates and production time frames, and job request details.
- Maintaining an established work schedule, including occasional unplanned evenings and weekends.
- Effectively using interpersonal and communications skills including tact and diplomacy.
- Effectively using organizational and planning skills, including attention to detail and follow-through.
- Operating copying, duplicating, printing and binding equipment.
- Operating personal computer and software applications.
- Adapting to changing work priorities.
- Effectively supervising, leading, and delegating tasks and authority.
- Preparing budgets and monitoring the disbursement of funds.

Computer Skills

Required

- Demonstrated proficiency using standard office software applications.

Physical Requirements

Required

- Work is routinely performed in office environments
- Lifting and moving of objects weighing 50 pounds or more.
- Subject to standing, walking, sitting, bending, reaching, kneeling, pushing and pulling, climbing, stooping, and manual dexterity.

Work Experience

Required

- Two years work experience in duplication service operations, or print shop operations, including one year supervisory experience.

Preferred

- More than two years related work and/or supervisory experience.

Education

Required

- Associate's degree or educational equivalent; or high school diploma or educational equivalent, and two years full time work experience in duplication or print shop operations (additional work experience is required to meet the Experience requirement).

Preferred

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Safety

Required

- Supervise safe operation of unit. Facilitate safety inspections. Take reasonable and prudent actions to eliminate identified hazards. Ensure employees receive appropriate safety training and foster a workplace safety culture.