



City of Tempe

PRINT SHOP SERVICES SUPERVISOR

JOB CLASSIFICATION INFORMATION

<i>Job Code:</i>	565	<i>Department:</i>	Information Technology
<i>Supervision Level:</i>	Supervisor	<i>State Retirement Group:</i>	ASRS
<i>Status:</i>	Classified	<i>Market Group:</i>	Print Shop Services Supervisor
<i>Safety Sensitive / Drug Screen:</i>	Yes	<i>Physical:</i>	Yes

Click [here](#) for more job classification information including current salary range.

REPORTING RELATIONSHIPS

Receives direct supervision from the IT Manager or other IT management staff. Exercise direct supervision over Print Shop Services Staff.

MINIMUM QUALIFICATIONS

<i>Experience:</i>	Three (3) years of experience in print production and/or mail distribution, including one (1) year of lead or supervisory experience.
<i>Education:</i>	Equivalent to a bachelor’s degree from an accredited college or university in Print Technology, Graphics or a degree related to the core functions of this position.
<i>License / Certification:</i>	<ul style="list-style-type: none"> • Possession of a valid driver’s license. • Possession of, or required to obtain within six (6) months of hire, a valid Arizona forklift operator’s certificate.

ESSENTIAL JOB FUNCTIONS

Essential job functions are the fundamental duties of a position: the things a person holding the job absolutely must be able to do.

To actively support and uphold the City’s stated mission and values. To innovate, plan and direct the operations of the City’s Print, Mail, and Surplus Warehouse Services. Supervise and participate in the daily operation of the Print Shop. Perform a wide variety of supervisory duties and oversee workflow in accordance with the Print Shop’s policies, procedures, and standards.

OTHER DUTIES AS ASSIGNED

Please note this job description is not designed to cover or contain a comprehensive listing of all activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

- Supervise and direct the daily operations of Print Shop Services to provide city departments with digital printing, mail processing and surplus warehouse services.
- Review workloads, assign work and coach employees with specialized instructions and practices for job accomplishment.
- Prepare and monitor section budget; review and approve the purchase of goods and services; prepare RFPs related to the procurement of print equipment and mail services; evaluate vendor performance and manage business outreach.
- Prepare weekly, monthly, quarterly, and yearly statistical reports on printing and mail service efficiency, and customer satisfaction.
- Knowledge of Microsoft Office, Adobe Acrobat Pro, and use of standard print industry layout and digital print rip software.
- Manage print, mail, and surplus property contracts for presort mail service, express package service, overflow printing services and surplus property services. This includes reviewing monthly billing costs, settlement of billing issues, and approval of monthly billings for payment issuance.
- Implement policies and procedures to ensure compliance with federal postal standards and maximum savings on postal rates; Monitor USPS Postal guidelines; keep departments informed on updates and changes to mail standards.
- Interact with City Procurement Office, customer departments and suppliers to develop needed purchases and specifications for procurement actions.
- Operate high volume black & white and color digital production printers using industry standard printing software for job setting, digital color saturation, and successful execution of batch files turning digital files into paper output.
- Operate and maintain large format printer, cutter, and laminator. Knowledge of proper color and paper profile usage to ensure correct printing output.
- Identify and evaluate hardware and software problems for printing and postal equipment and computer systems; assisting ITD staff and/or outside vendor with problem resolution.
- Operate and maintain standard print finishing equipment with knowledge of finishing techniques such as binding, cutting, weeding, mounting, hemming and preparation of vinyl lettering and logos for decals.
- Assist customers with inquiries in all service areas of the Print Shop including Print, Mail and Surplus Warehouse. Establish and maintain effective working relationships with management, other city employees, coworkers and vendors.
- Perform as backup for Mail Services.
- Receive and process surplus property; use a forklift to remove surplus property from vehicles and organize on pallets. Track and monitor incoming/outgoing surplus and manage the Surplus Exchange to reflect current inventory.
- Update digital inventory control system as needed to ensure accurate inventory counts and accurate customer charge back for print, materials, and finishing services.
- Perform related duties as assigned.

COMPETENCIES

<i>CLASSIFICATION LEVEL</i>	<i>INCLUDES</i>	<i>COMPETENCIES</i>
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Foundational	All Employees	Inclusion, Communication, Interpersonal Skills, Integrity, Professionalism, and Willingness to Learn
Non-Supervisory	In Addition >	Teamwork, Customer Service, Initiative, and Dependability / Reliability
Supervisory	In Addition >	Staffing, Monitoring Work, Delegating, Development / Mentoring, and Support Others
Manager	In Addition >	Preparing / Evaluating Budgets, Monitoring / Controlling Resources, and Motivating / Inspiring
Deputy Director	In Addition >	Entrepreneurship and Networking
Director	In Addition >	Organizational Vision
<p><i>For more information about the City of Tempe's competencies for all classifications:</i> City of Tempe, AZ : Competencies</p>		

JOB DESCRIPTION HISTORY

Effective January 2018

Revised March 2021 (update job duties)

Revised January 2023 (Reclass to Print Shop Services Supervisor)

PHYSICAL DEMANDS AND WORK ENVIRONMENT

Job Title: Print Shop Services Supervisor

Job Code: 565

VEHICLE OPERATION	YES	NO
Will this position drive a City vehicle?	X	
Will this vehicle require a Commercial Drivers License?		X

	Never	Occas.	Freq.	Contin.
	0% of time	1-35% of time	36-65% of time	66-100% of time

ENDURANCE				
Sit		X		
Stationary / Stand			X	
Move / Traverse			X	

WORK WITH OR EXPOSURE TO THE FOLLOWING				
Machinery*		X		
Electrical*	X			
Power Tools*		X		
Hand Tools*		X		
Personal Protective Equipment*	X			
Fumes		X		
Computer Software			X	
Chemicals	X			

ENVIRONMENT				
Indoors			X	
Outdoors		X		
Working in or around water	X			
Extreme Heat		X		
Extreme Cold		X		
Office Setting			X	
Confined Spaces	X			
Excessive Noise**			X	
Heights	X			
Sewage Exposure	X			
Bodily Fluid Exposure	X			

VISION REQUIREMENTS	YES	NO
Close (clear vision at 20 inches or less)	X	
Distance (clear vision at 20 feet or more)		X
Color (ability to identify and distinguish colors)	X	
Depth Perception (three-dimensional vision, ability to judge distances and spatial relationships)	X	
Peripheral (ability to observe an area that can be seen up and down or to the left and right while eyes are fixed on a given point)		X
Ability to adjust focus (ability to adjust the eye to bring an object into sharp focus)	X	
No Special Vision Requirements		X

Maximum LIFT / CARRY	Lift	Carry
5-25lbs		
26-50lbs	X	X
51-75lbs		
76-100lbs		

Maximum PUSH / PULL	Push	Pull
5-25lbs		
26-50lbs	X	X
51-75lbs		
76-100lbs		

MOVEMENT	YES	NO
Bend / Stoop / Twist	X	
Crouch / Squat	X	
Kneel / Crawl		X
Above Shoulder Level	X	
Below Shoulder Level	X	
Repetitive Arm Use	X	
Repetitive Wrist Use	X	
Repetitive Hand Use	X	
Climb Stairs / Ladders		X
Neck Range of Motion		X
Traverse Uneven Surface		X
Traverse Even Surface		X

ADDITIONAL CONSIDERATIONS:
- Other mental attributes essential to this classification.

*DEFINITIONS/EXAMPLES
Machinery: bucket truck, riding mowers, backhoe etc.
Electrical: wiring, outlets, fuses etc.
Power Tools: push mowers, jackhammers, drills, chainsaw etc.
Hand Tools: hammers, wrenches, shovels, wheel barrels, saws etc.
Personal Protective Equipment: respirators, Tyvek coveralls, hard hats, fall protection harness etc.

**** Hearing test is required**