

CLASS SPECIFICATION
County of Fairfax, Virginia

CLASS CODE: 6257 **TITLE:** PRINTING SERVICES MANAGER **GRADE:** S-25

DEFINITION:

Under direction, manages printing services for County and School agencies; serves as liaison and point-of-contact between customers and vendors; and performs related work as required.

DISTINGUISHING CHARACTERISTICS OF THE CLASS:

This is a management level class with full technical responsibility for all printing work.

ILLUSTRATIVE DUTIES:

(The illustrative duties listed in this specification are representative of the class but are not an all inclusive list. A complete list of position duties and unique physical requirements can be found in the position description.)

Plans and prioritizes customer agency printing requests by balancing requirements and resources to ensure customer satisfaction;

Recommends most effective and productive method to complete requests, either in-house or contract vendor;

Oversees and prepares job estimates and manages comprehensive cost tracking system;

Participates in formulating printing services budget requirements;

Oversees inter-agency billing process;

Oversees supply and equipment ordering process and supervises inventory management of production supplies;

Interprets, communicates and ensures adherence to federal, state and local regulations, including safety mandates;

Monitors contract compliance for printing work performed by outside vendors;

Provides direct supervision to printing supervisory and customer service specialist staff and indirect supervision to operations staff;

Routinely reviews work products and processes to ensure quality control, customer satisfaction and efficient use of resources;

Modifies operations design to promote productivity and efficiency;

Maintains liaison with user agencies and vendors, receiving and resolving customer complaints and providing guidance on optimal printing options;

Keeps current on technological advances in printing industry and identifies innovative techniques to increase productivity;

Supervises and participates in the completion of special projects as needed by senior management;

Apprises senior management on technical and administrative printing issues.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

(The knowledge, skills and abilities listed in this specification are representative of the class but are not an all inclusive list.)

Thorough knowledge of printing, reproduction, and bindery operations and procedures including maintenance and minor repair work;

Considerable knowledge of effective supervisory techniques;

Knowledge of printing and paper stock, bindery supplies and other printing materials;

Knowledge of and ability to use printing equipment, including computerized equipment;

Knowledge of arithmetic to develop cost estimates and monitor expenditures;
Knowledge of and familiarity with personal computer-based business applications;
Knowledge of federal, state and local regulations related to printing and safety;
Ability to communicate effectively, both orally and in writing;
Ability to maintain effective relationships with user agencies.

EMPLOYMENT STANDARDS:

Any combination of education, experience, and training equivalent to:
High school graduation or a G.E.D. issued by a state department of education; PLUS four years of experience in printing operations; PLUS two years of experience at the supervisory level;
Completion of an Agency approved supervisory development program OR completion of the Fairfax County Supervisory Competency Certificate as revised for Maintenance and Trades may be substituted for one year of the required supervisory experience.

CERTIFICATES AND LICENSES REQUIRED:

None.

ES REVISED: November 1, 2011
REGRADED: March 6, 2009
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