#### Trent University LogoEXEMPT JOB DESCRIPTION

**Job Title:** Supervisor, Print Services

**Job Number:** X-442 | VIP: 1900

**Band:** EXEMPT- 5

**Department:** Financial Services

**Supervisor Title:** Manager, Campus Print & Logistic Services

**Last Reviewed:**  April 25, 2023

#### **Job Purpose:**

The Supervisor, Print Services is responsible for the efficient operations of Campus Print & Promotional portfolio under Financial Services by providing exemplary customer service, coordinating, and allocating workload, ensuring specified quality and controls are exercised, meeting expected deadlines, and maintaining appropriate records.

Directs Print Coordinators and Print Shop Assistant(s) positions to ensure production deadlines are being met, a high level of quality is being maintained and excellent customer service is provided.

The Supervisor will be first point of contact for large projects and external customers that are outside of the day-to-day (standard/static/routine) print expectations. Works collaboratively with the Manager and team to increase revenues, realize new business opportunities and contribute to strategic planning.

#### Key Activities:

##### Supervision

* Responsible for supervising Print Coordinators (2), Print Shop Assistant and minimal (25%) oversight for Durham Print & Logistics Agent.
* Responsible for hiring all staff including completing hiring paperwork, interviewing staff, checking references and presenting appointment letters.
* Using VIP, approves requests for time off (vacation, compassion, other).
* Responsible for staff performance management and discipline. As appropriate, works with the Human Resources Department to address disciplinary concerns, staff issues, clarify procedures, etc.
* Mentors direct reports, providing guidance, training and assistance where necessary.

##### Production Planning

* Review upcoming projects and requirements. Ensure resources required are available or plan to order what is required.

##### Scheduling

* Oversight of production demands and scheduling. Delegate jobs according to type and deadline. For nonstandard orders, ensure resources will be available and understand the deadline for completion. Organizes and assigns regular duties and special projects, assists in the timely completion of job activities, and oversees the daily activity of the team.

##### Quoting & Costing

* With knowledge of core costs and using the parameters set by the Manager, provide quotations for external and internal customers. Projects can be printed, wide format and promotional in nature.

##### Inventory Control

* Ensure inventory procedures are being performed by staff. Oversight of receiving and removing of stock from inventory. Review stock levels weekly and order accordingly.

##### Designing

* For larger projects, working with Print Coordinators, plan, and design materials. (Signage, window frosting, etc.) For Trent materials, must ensure that branding standards are being adhered to. The Supervisor will review with Print Coordinators with respect to branding standards.

##### Maintenance

* Ensures staff is following maintenance schedule for all equipment including making minor adjustments and repairs. If repairs cannot be made, Supervisor will contact the appropriate company for servicing of the equipment.

##### Customer Service

* Ensuring that the department follows ‘customer first’ directive and oversees the activity of the team. Liaises regularly with other departments to share information, address concerns, and ensure that needs are being met with respect to printing and media requirements.
* Other duties as required.

#### Education Required:

* College Diploma (3 year) in a related field such as Business, Office Management, or an Administrative program.

#### Experience/Qualifications Required:

* Minimum five (5) years of recent, relevant print production experience, preferably within a university environment.
* Demonstrated leadership or supervision of a team would be desirable.
* Demonstrated skills in, and commitment to, customer service and continuous improvement.
* Experience using Adobe Suite, Corel Draw and other graphic programs.
* Sound working knowledge of Print Production.
* Proficient in MS Office suite of products.
* Ability to prioritize multiple, conflicting deadlines; ability to work under pressure with frequent interruptions; ability to handle constant change and disruptions.
* Self-motivated, able to work independently and attention to detail.
* Effective verbal and written communication skills.

**Job Evaluation Factors:**

##### Analytical Reasoning

* Well-developed analytical reasoning required to think through problems, assess options, understand and develop processes.
* Requires ability to think critically with respect to processes and how to improve operations.
* Significant multiple deadline driven tasks that require prioritizing of resources.

##### Decision Making

* Using initiative in planning and organizing all work based on general guidance from Manager, Print Services regarding overall goals and objectives.
* Resolving technical or administrative problems, referring only unusual problems to senior staff. Determine how problems/solutions will impact operations and determine possible solutions prior to obtaining senior staff involvement.
* Recommending new procedures or changes to existing procedures in order to positively impact the Print Shop and revenue streams.
* Engages with the end user to clearly understand their requirements to ensure the right result for the particular projects and products. Works with end users who have little understanding of the production process.
* Supervisor is responsible for hiring and performance management of staff. Evaluates job candidates and makes effective recommendations on suitable hires.
* Responsible for the ordering of supplies and repairs on equipment.

##### Impact

* Operates on an ancillary budget. Any errors in judgement or mishandling of funds will result in a direct loss for the University. Poor quality or poor management will have a negative impact on the materials being produced for the University.
* Requires high level of confidentiality. If this is breached or sub standard this will impact reputation and trust of the campus and community.
* Exams and marking of such depend on accuracy and attention to detail. If there are errors in judgement or performance, this will have a significant negative impact on the student, faculty, and the institutional reputation.

##### Responsibility for the Work of Others

*Direct Responsibility for the Work of Others:*

* Print Coordinator (2)
* Print Shop Assistant (1)
* Print & Logistics Associate (Durham)

##### Communication

*Internal:*

* Team: daily meetings and review of schedules and production.
* Faculty, staff, students.
* Provide guidance on lead times, printing, and shipping inquiries.
* Provide assistance regarding requirements for print jobs, how to submit orders and materials to use.

*External:*

* Job requires contact with community members, external customers, other institutions.
* Relay quotations and pricing.
* Meeting with external regarding potential jobs.

##### Motor/Sensory Skills

* Fine Motor Skills –digital press, colour printers and assorted bindery equipment, requires accuracy and precise movements. Running computer with mouse in graphic programs to manipulate images and layout.
* Coordination - Loading equipment with paper, toner, and other machine consumables.
* Hearing - Constant high noise level, interpret unusual noises in equipment, being able to hear phone and customers at front desk.
* Seeing - Checking print material, layouts and colour quality, match paper colour with bindery materials, comparing colour of production to proof throughout the run.
* Smell - Fumes from toners, padding glue, general output of machine heat.
* Touch - Texture of paper stock, precise settings on machinery, separation of envelopes, counting finished product, packing materials.

##### Effort

*Mental:*

* Sustained concentration and focus – to complete complex work within tight deadlines and to read and interpret print orders.

*Physical:*

* Standing - Operating print shop equipment.
* Bending - Maintenance of equipment, adjusting print quality.
* Lifting - Unloading boxes of paper, materials.
* Carrying - Moving and loading paper into equipment, printed materials, paper, office supplies.
* Sitting - Operating computer, finishing work.

##### Working Conditions

*Physical:*

* Environmental. Constant exposure to equipment noises, exposure to cold air from the dock, exposure to fumes created in Carpentry department. Lack of windows.
* Sitting for long periods of time.
* Staring at computer screen for long periods of time.
* Constant noise.
* Constant cool temperatures due to climate-controlled environment.
* Standing on concrete floors hard on feet and legs.

*Psychological:*

* Supervising people.
* Lack of control.
* Time demands, short lead times, volume of work.
* Changing priorities.
* Variety of interruptions.