

PRINTING RECORDS SUPERVISOR

NATURE OF WORK

This is supervisory work in the operation of a records section of a centralized printing service.

The employee of this class is responsible for preparing, maintaining and processing a variety of records associated with printing activities. Work involves the review of printing requests for conformance with University's Publication and Printing Policies, routing printing requests to appropriate sections, pricing requisitions, ordering specialized supplies, receiving and recording cash payments, providing information to customers on services available and preparing reports. Supervision is exercised over clerical and stores personnel. General supervision is received from a technical and/or administrative superior and is reviewed through meetings, oral reports and the absence or presence of complaints.

ILLUSTRATIVE EXAMPLES OF WORK

Receives a variety of requests for printing, duplicating and bindery work; reviews requisitions for conformance with University printing policies; refers requisitions involving unusual items, publication clearance or several printing processes to Assistant Manager for policy decision or further action; forwards production requests to appropriate section, and prepares routine job estimates as required.

Reviews requisitions and invoices received from section supervisors for specific services provided, such as printing, duplicating, folding, perforating, inking and camera work; determines those items to be charged at unit price and hourly rates; contacts section supervisors to obtain additional information, as required; calculates total costs involved and prepares customer invoices; forwards routine invoices to subordinate staff for processing and complex invoices to superior for approval.

Initiates and prepares purchase orders for supplies required within Printing Services; obtains price quotations on non-tendered items; contacts suppliers on urgent orders, late shipments or back orders; inquires on special and quantity discounts and advises superior.

Receives supplier invoices and processes same invoice for payment; indicates approval for payment; refers major discrepancies to superior; assists with the reconciliation of computer print-outs with departmental records.

Receives cash payment from faculty, students and university organizations for services provided; prepares receipt for monies paid; provides copy of receipt to the payee and forwards money and receipt to Financial and Administrative Services; maintains cash flow ledger book and reconciles cash balance with receipts for photocopying and duplicating accounts.

Responds to telephone or counter inquiries; provides information to faculty, staff and students regarding the cost of particular services, the time required to complete project and the processing of charges; receives complaints regarding material preparation and reviews details of order; discusses complex inquiries or unusual problems with immediate supervisor, as necessary.

Supervises subordinate staff performing clerical and stores work; schedules and assigns work; provides training, as required; sets priorities and reviews completed work assignments; handles work problems referred by subordinate staff; discusses personnel problems and confirmation of appointments with immediate supervisor.

Reviews employee schedule to determine those individuals owed overtime; contacts individual to establish whether time off or overtime pay is desired; maintains confidential record of overtime hours worked and taken; prepares appropriate overtime forms for forwarding to immediate supervisor for approval and processing; co-ordinates flex-time schedules with section supervisors and prepares draft for approval.

Prepares absentee forms weekly for staff members within central printing services; records absentee information in record book; forwards absentee forms for approval; advises staff of requirement for additional information, as necessary.

Prepares reports regarding printing services provided on a monthly and yearly basis; maintains appropriate files of such information received.

Maintains divisional files and records regarding work orders, requisitions, revenue and machine impressions.

Performs related work as required.

REQUIREMENTS OF WORK

Considerable experience in record keeping activities, including supervisory experience, in a printing services environment; graduation from high school, supplemented by courses in business administration and printing; or any equivalent combination of experience and training which provides the following knowledge, abilities and skills:

Considerable knowledge of the tools, equipment, materials, methods and practices of printing operations.

Considerable knowledge of various records and clerical procedures relating to printing.

Knowledge of the principles and practices of office management and supervision.

Knowledge of university organization, rules, regulations and procedures.

Knowledge of business English, spelling and commercial arithmetic.

Ability to maintain complex clerical records and prepare reports.

Ability to supervise a small to medium sized unit performing clerical functions.

Ability to train subordinates in the record keeping activities.

Ability to work independently on a variety of assigned administrative tasks.

Ability to understand and effectively implement oral and written instructions.

Ability to use independent judgement in making decisions.

Ability to establish and maintain effective working relationships with faculty and staff.

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Confirmed: 2004.01.05