DOUGLASCOLLEGE

STAFF JOB DESCRIPTION

JOB DESCRIPTION:	Supervisor, Print Shop		
DEPARTMENT:	Finance		
REPORTS TO:	Manager, Bookstore		
JOB DESCRIPTION #:	020.03	PREVIOUS JOB DESC. #:	
PAY LEVEL:	14		
ORIGINAL DATE:	January 2006		
LAST REVISED DATE:	February 2020, February 15, 2025		

Primary Function:

To provide efficient and effective operation of the Print Shop ensuring high quality output and timely response to client printing needs. Responsible for employee training and performance, networked digital printing management system, print production, customer service, supplies ordering and electronic file management, as well as procedure and document generation and upkeep functions. Provide leadership, direction and technical support to all Print Shop staff. Provides exceptional client-centred service on a consistent basis to all College stakeholder groups.

Responsibilities:

1. **Supervises and coordinates the staff and workflow to meet production demands for offset printing, duplicating, and binding requests.**
   a. ensures smooth and effective operation of the College Print Shop; establishes, plans, and schedules production priorities ensuring that employees complete client work orders efficiently, correctly and on time;
   b. monitors employee output quality, production performance, and customer satisfaction, applying quality management principles and practices to maintain production and service quality excellence;
   c. plans, directs, coordinates, reviews and evaluates the performance and work product of the Print Shop staff;
   d. determines staffing requirements, monitors attendance and productivity, approves staff work schedules and time sheets, and authorizes overtime;
   e. applies the BCGEU collective agreement and WorkSafeBC Regulations to daily decision-making within established standards;
   f. resolves conflict in the unit, with external vendors and with internal clients;
   g. effectively communicates with other departmental units, clients and client managers to build and maintain harmonious relationships.

2. **Coordinates the operational requirements of the Print Shop in terms of technical processes and printing work requests.**
   a. provides Print Shop operations technical and administrative support;
   b. provides troubleshooting and production support to Print Shop team;
   c. performs prepress and production work on a regular basis;
   d. recommends and implements procedures within established departmental and College guidelines;

e. ensures the operational integrity and efficiency of digital and offset printing systems, and the efficient operation of the production and client service functions of the department;
f. provides input to management regarding Print Shop operations, equipment purchase / replacement, policies and procedures; produces appropriate production and procedural documentation;
g. responds in a timely manner to client requests for service and information, receives and handles concerns and complaints;
h. ensures that College Copyright policies and procedures as they pertain to print format operations, are adhered to;
i. develops and manipulates materials created in PowerPoint, InDesign, Publisher, Photoshop or other applications.

3. Ensures the maintenance of all Print Shop equipment is organized and coordinated.

a. responsible for maintenance and the safe and efficient operation of digital prepress systems, adequate supplies inventory, and production equipment;
b. develops safe procedures for cost-effective maintenance and repairs, ascertains machine problems and serves as liaison with vendors and service technicians to guarantee proper and expedient service response;
c. makes minor repairs to equipment as needed.

4. Collects, organizes and maintains production and inventory records.

a. selects and orders materials and supplies within budgeted funds; estimates job costs, maintains inventory records; prepares production reports for Manager, Bookstores related to work performed; monitors tracking of job tickets and production of printed material;
b. consults with major internal clients regarding production time frame, special services, paper stock, and other requirements;
c. operates a variety of automated digital duplicators, outputs files via network and offset presses, computer to plate system and set up and operate equipment for producing polyester plates for press work;
d. operates binding equipment, paper punch, power drill, power cutter, collators, folders and other related equipment and inspects finished work for quality.

5. Performs other duties as assigned.

a. attends workshops, seminars and training to remain current in print production and supervisory techniques.
b. recommends measures to improve production methods, equipment performance, and output quality.
c. researches and recommends printing systems improvements and enhancements.

Supervision or Guidance Exercised:

Provides supervision/guidance to all staff within the department including training and evaluating, recommends discipline of staff. Approves work schedules

Physical Assets and Information Management:

Ensures maintenance of offset, digital printing equipment and digital workflow systems; produces training materials, documentation and reports. Provides training to users; documents procedures, maintains data, gathers and reports statistics, interprets policies and procedures.

Financial Resources:

Assists in budget forecasting, monitors approved budget of the Print Shop and reports on potential variances and capital expenditures; monitors the College-wide internal printing budget; checks accuracy of paper stock

and supplies, purchase procedures, and payments; places materials and service orders; signs for supplies at Bookstore; authorizes time sheets for reporting positions.

Required Education and Experience:

- Completion of a two-year printing operations related diploma from a recognized post-secondary educational institution supplemented by at least five years of relevant experience in a print shop environment;
- At least one year of supervisory level experience;
- An equivalent combination of education and experience may be considered.

Required Knowledge, Skills and Abilities:

- Knowledge of principles and practices of employee supervision including work planning, organization, training, and performance reviews. Experience working within a Collective Agreement.
- Good working knowledge of the English language together with excellent oral and written communication skills.
- Demonstrated working knowledge of digital printing workflows, together with a demonstrated familiarity with a broad range of printing hardware and prepress software applications with demonstrated knowledge of software applications including MS Office, Adobe Suite of products.
- Demonstrated high level of proficiency in the operation of a variety of duplicating equipment, including offset and high-speed digital printing.
- Proven ability to develop and implement procedures and documentation.
- Demonstrated ability to compose business correspondence and reports.
- Ability to work with considerable independence of action together with excellent organization skills and an ability to organize, prioritize and schedule production work and achieve deadlines.
- Strong interpersonal skills including a demonstrated ability to develop, establish, and maintain effective working relationships with administrators, faculty and staff.
- Demonstrated ability to plan, organize, direct, coordinate and assure the quality of print shop operations; analyze order requirements, weigh alternatives and recommend most efficient and economical means to meet user needs; establish and maintain effective working relationships with all levels of College users in planning, scheduling and completing jobs; maintain records; make accurate arithmetic calculations; make accurate job cost estimations; work in a noisy, production environment.
- Demonstrated knowledge of offset printing and duplicating equipment, high speed reprography machines and bindery equipment; types, qualities, weights, and uses of paper and inks; layout, imposition; techniques and methods of digital plate making.
- Ability to work standing up for extended periods of time, handle noisy work area and chemical ink odors as well as lift and / or move up to 50 lbs. (boxes of stock paper).

This job description reflects the general responsibilities and duties associated with the job and should not be viewed as a comprehensive list of job tasks.