**Human Resources Department**
Support Staff Position Description

**Vice President, External**

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**Director, Ancillary Services**

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| **Position Title**<br>Manager, Print Services | **Number** |
| **Department & Division**<br>Ancillary Services; Vice President, External | **Date Classified**<br>Benched – March 2014 |
| **Title of Immediate Supervisor**<br>Director, Ancillary Services | |
| **Positions Supervised**<br>Senior Reprographics Technician (1); Technician, Reprographic (1); Clerk, Reprographic (1) | |
| **Purpose**<br>The Manager, Print Services, directs, supervises, trains, and co-ordinates daily activities of support staff in order to meet both academic and administrative printing and reproduction timelines. This position ensures internal and external growth of Print Services by increasing print sales and competing for contracts, recommending equipment selection, developing operation standards, and administering reporting on all reprographic equipment. | |

## DUTIES & RESPONSIBILITIES

*LEADERSHIP*

Manages the day-to-day operations of the Reprographics Centre, including planning, assigning and scheduling assignments to ensure the effective operation of the department.

- Administers Print Services inventory and orders supplies as needed.
- Maintains and performs minor repairs to printing equipment.

Assists Director by recommending operational standards, quality control, and budget administration.

Serves as liaison with vendors and service technicians to ensure prompt and efficient service response

Develops a training program for all staff and oversees and provides direction to the Assistant Reprographic Supervisor on implementation of training for regular and temporary support staff.

- Approves schedule changes, overtime, vacation requests and timesheets

Ensures adherence to the University's Copyright policies and procedures, as they pertain to Print Services.

Administers security and access controls on confidential documents.

Conducts on-going training sessions with key staff members to utilize all the features of the MFD's. Recognizes the needs of each of their respective departments and provides training and support to reduce copy costs and set-up times.

Plans, prepares, and participates in monthly department meetings to focus on long term planning with the department in regards to technology, cost savings, and training. Sets departmental goals and objectives.

Provides direction and guidance to all levels of management and departmental staff with timelines and costs for reprographic orders, identifying opportunities for cost savings and efficiencies.

*RESEARCH*
Maintains pricing structure that is cost recovery and researches the markets to ensure competitive pricing for staff and faculty. Sources out equipment and prepares recommendations for reprographic equipment for the print room in addition to the institutional wide copiers.

Researches and catalogues new reprographics equipment and provides the Director with recommendations on equipment updates and replacement to capitalize on new ideas such as green technology and streamline operations.

*REPROGRAPHICS*
Develops and implements the web submission web site for print services.

For the entire institution's multifunction devices (e.g. copiers), performs minor repairs and maintenance, provides monthly reporting on reprographics equipment, and collects all monies from coin-operated copiers.

## EDUCATION & TRAINING
Completion of diploma (Computer Information Systems, Business Administration, or equivalent) from a recognized post-secondary institution. Extensive knowledge in Adobe (Photoshop, Illustrator, Acrobat) required. Developed computer skills to aid in the operation of the Web Submission website.

## EXPERIENCE
Four (4) years of experience in the operation of high production advanced photo copy and other related equipment, including two (2) years technical training on equipment used. Supervisory experience required. Strong oral and written communication skills required.

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Approval: _____ _____
Dean, AVP, or VP Date

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Approval of Rating Team: _____ _____ _____
FSA Mgmt Date