

Job Title: **Manager, Printing Services**  
 Job Family: **Non-Certified**  
 Pay Program: **Administrative**  
 Typical Work Year: **12 months**

Job Code: **5038**  
 FLSA Status: **Exempt - E**  
 Pay Range: **L11**

**SUMMARY:** Manages central printing services including printing, bindery, graphic design, and central mail operations for Adams 12 Five Star Schools. Develops and implements marketing plans and promotions to District 12 schools and all internal and external customers. Supervises and manages staff. Provides guidance to schools and administrative departments on the U.S. Postal Services technical requirements and specifications for preparing non-profit bulk mail. Responsible for leadership and oversight of: customer service, daily operations, staff management, marketing, strategy, tactical planning, process improvement, knowledge management, compliance, and budget management.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:** *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

<b>Job Tasks Descriptions</b>	<b>Frequency</b>	<b>% of Time</b>
1. <b>Operations Leadership:</b> Manages daily operations of centralized print shop. Establishes and monitors pricing structure for all products produced by the print shop to ensure revenue goals are met while providing low cost printing solutions for District 12 schools. Establishes production schedules to ensure customer needs are being met. Monitors Graphic Design and Printing Services Technician completion of projects. Leads the development and/or refinement of standards, processes, procedures, and practices. Works daily with team to assess and support daily operations, and troubleshoot advanced or complex issues, while developing and improving the problem-solving capacity of the team.	D	20%
2. <b>Team and Culture Leadership:</b> Provides supervision and management to all printing services staff. Hire, terminate and evaluate employee performance, report time and attendance, establish production standards, facilitate and resolve interpersonal conflicts among employees, provide technical assistance with design and production issues. Responsible for continuously improving team culture and productivity. Responsible for hiring and managing vendors, contractors, part-time staff, and other third parties service providers as and when necessary.	D	15%
3. <b>Strategic Leadership:</b> Creates marketing plans and promotions to present to district 12 schools as well as potential customers in the community. Communicates directly with district customers to promote educational materials being created and used by peer groups. Conducts school visits to promote print shop capabilities and seasonal promotions. Visits every school in the district a minimum of once a year. Oversees rollout of new multi-function print devices and related services across the district from procurement to implementation, to maintenance, every four years or whenever the lease concludes.	W	15%
4. <b>Technological and Process Leadership:</b> Acts as the system owner for the district-wide fleet of multi-function print devices, serves as the main point of contact from the district for the print device fleet, and collaborates with IT, Procurement and Legal to facilitate the transition to new fleets and/or leases. Ensures compliance with US Postal Service (USPS) regulations by facilitating training Printing Services Technicians on all relevant postal regulations. Responsible for ensuring lowest price possible on postage needs for the district, provide direction for district and external customers using mail processing to assure low cost mail options. Facilitates the use of appropriate Desktop publishing software to provide professional Graphic Design and layout for electronic and printed materials including brochures, logos, letterheads, envelopes, certificates, attendance cards, posters, flyers, business cards, stickers, signs, notepads, labels, marketing materials and book design.	W	10%
5. <b>Collaboration and Knowledge Management:</b> Manages the collaboration with key experts and stakeholders in diverse areas such as Information Technology (IT), Educational Support Center (ESC) departments, schools, etc. Ensures that the expertise of these key stakeholders helps inform	W	10%

key processes, projects and operations, and that all operations conform with district standards and needs, and comply with law and policy. Maintains presence in relevant professional association(s) and/or interacts with other professionals leading such work in other organizations. Works with Warehouse Manager to establish appropriate ordering procedures to ensure timely delivery of products at the lowest possible price using pre-approved district contracts.		
6. <b>Budget, Procurement and Financial Management:</b> Provides oversight of budget, procurement and other financial management for this team. Attends and provides input into budget meetings and processes developed by IT leadership in conjunction with the Finance/Budget team, including periodic budget review meetings with district leadership. Ensures familiarity with accounts structures, trend analysis, workflows, and other procedures relevant to mastery of financial management aspects of this job. Assists IT team with ensuring that the right practices and work is taking place with regard to asset management, budget planning and management, and overall financial management.	W	15%
7. <b>Customer Service Leadership:</b> Ensures that all lines of service provided by this team are meeting or exceeding agreed upon customer satisfaction standards. Develops and/or refines methods by which customer satisfaction, quality of work, responsiveness, and work completion are measured and improved. Ensures a focus on continuous improvement. Engages ESC and district-wide customers, staff, and stakeholders in envisioning improvements to customer service, and conformance with respect to law, policy, best practices, and standards. Ensures team availability and service levels during critical timeframes such as school start, and other important times throughout the year.	D	10%
7. Perform other duties as assigned.	Ongoing	5%
<b>TOTAL</b>		<b>100%</b>

**EDUCATION AND RELATED WORK EXPERIENCE:**

- Bachelor’s degree with a major in a related trade or field. Four (4) additional years of similar and relevant experience may be substituted for this educational requirement.
- Three (3) years of progressive work experience in business, operations, customer service, education and related industries.
- Supervisory or team leadership experience preferred.

**LICENSES, REGISTRATIONS or CERTIFICATIONS:**

- Criminal background check required for hire.
- Valid Colorado Driver’s license
- Must successfully complete current district training for supervision of Classified Staff within one (1) year of entering position.

**TECHNICAL SKILLS, KNOWLEDGE & ABILITIES:**

- Exceptional Customer Service skills.
- Financial knowledge and ability to work Excel programs and budgets.
- Knowledge of digital and networked document imaging systems; desktop publishing; prepress, high-volume digital printing technology; IT-intensive technologies related to mailroom, and printing services; file server administration; word processing; spreadsheets; and graphics and file formats.
- Knowledge of database administration and manipulation within one (1) month after entering position.
- Project and production management skills; ability to schedule multiple jobs from different department concurrently.
- Ability to calculate fixed and variable costs, mark up and breakeven points.
- Strong communication and facilitation skills and flexibility.
- Ability to promote and follow Board of Education policies, District policies, building and department procedures.
- Ability to stay current with district policy, standards and training in the areas of data quality, data privacy, and cyber-security with respect to student and staff data, and related information systems.
- Ability to communicate, interact and work effectively and cooperatively with all people, including those from diverse ethnic and educational backgrounds. Willingness to contribute to cultural diversity for educational enrichment.
- Ability to recognize the importance of safety in the workplace, follow safety rules, practice safe work habits, utilize appropriate safety equipment and report unsafe conditions to the appropriate administrator.

**MATERIALS AND EQUIPMENT OPERATING KNOWLEDGE:**

- Operating knowledge of and experience with personal computers and peripherals.
- Operating knowledge of Excel and Word preferred. Knowledge of financial and personnel systems within one year.

- Operating knowledge of and experience with typical office equipment, such as telephones, copier, fax machine, E-mail, etc.

**REPORTING RELATIONSHIPS & DIRECTION/GUIDANCE:**

	POSITION TITLE	JOB CODE
<b>Reports to:</b>	Chief Information Technology Officer	060301

	POSITION TITLE	# of EMPLOYEES	JOB CODE
<b>Direct reports:</b>	Graphic Design Digital Prepress Technician	1	1403
	Printing Services Technician	2	1500
	Facility Mailroom Specialist	2	1338

- Supervisory responsibilities include hiring, disciplining, terminating, directing work, assigning work, training, and evaluating.

**BUDGET AND/OR RESOURCE RESPONSIBILITY:**

- Assist with developing, administering, and monitoring budgets for centralized printing services including print shop, mailroom, and postage and forms accounts.
- Manage the operations of Printing Services as a self-funding internal service entity, with responsibility for facility maintenance, production, marketing to non-district entities and revenue generation to pay for the department’s overall expenses.

**PHYSICAL REQUIREMENTS & WORKING CONDITIONS:** *The physical demands, work environment factors and mental functions described below are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

PHYSICAL ACTIVITIES:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Stand			X	
Walk			X	
Sit			X	
Use hands and fingers to handle and/or feel		X		
Reach with hands and arms		X		
Climb or balance		X		
Stoop, kneel, crouch, or crawl		X		
Talk				X
Hear				X
Taste	X			
Smell		X		

WEIGHT and FORCE DEMANDS:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Up to 10 pounds		X		
Up to 25 pounds		X		
Up to 50 pounds		X		
51 to 100 pounds	X			
More than 100 pounds	X			

MENTAL FUNCTIONS:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Compare				X
Analyze				X
Communicate				X
Copy		X		
Coordinate				X
Instruct			X	
Compute			X	

<b>MENTAL FUNCTIONS:</b>	<b>Amount of Time</b>			
	<b>None</b>	<b>Under 1/3</b>	<b>1/3 to 2/3</b>	<b>Over 2/3</b>
Synthesize			X	
Evaluate			X	
Interpersonal Skills			X	
Compile			X	
Negotiate			X	

<b>WORK ENVIRONMENT:</b>	<b>Amount of Time</b>			
	<b>None</b>	<b>Under 1/3</b>	<b>1/3 to 2/3</b>	<b>Over 2/3</b>
Wet or humid conditions (non-weather)	X			
Work near moving mechanical parts		X		
Work in high, precarious places	X			
Fumes or airborne particles		X		
Toxic or caustic chemicals		X		
Outdoor weather conditions	X			
Extreme cold (non-weather)	X			
Extreme heat (non-weather)	X			
Risk of electrical shock	X			
Work with explosives	X			
Risk of radiation	X			
Vibration	X			

<b>VISION DEMANDS:</b>	<b>Required</b>
No special vision requirements.	
Close vision (clear vision at 20 inches or less)	X
Distance vision (clear vision at 20 feet or more)	X
Color vision (ability to identify and distinguish colors)	X
Peripheral vision	X
Depth perception	X
Ability to adjust focus	X

<b>NOISE LEVEL:</b>	<b>Exposure Level</b>
Very quiet	
Quiet	
Moderate	X
Loud	
Very Loud	