

## STATE OF SOUTH DAKOTA CLASS SPECIFICATION

**Class Title: Reproduction Services Supervisor**

**Class Code: 21081**

**Pay Grade: GF**

---

### **A. Purpose:**

Supervises personnel involved in the operation and maintenance of printing, bindery, and duplicating equipment by organizing workflow and ensuring that assignments are completed accurately and on time.

### **B. Distinguishing Feature:**

Reproduction Services Supervisors supervise technical staff and directs specific operating procedures ensuring the timeliness and quality of completed jobs that are assigned.

The Central Duplicating Manager supervises professional and technical staff and is involved in staffing, procuring equipment, budgeting, planning, coordinating, and other management functions.

### **C. Functions:**

*(These are examples only; any one position may not include all of the listed examples nor do the listed examples include all functions that may be found in positions of this class.)*

1. Supervises subordinate staff to ensure that the objectives of the work unit are met.
  - a. Interviews and selects staff.
  - b. Provides training and work direction.
  - c. Approves leave requests.
  - d. Addresses staff problems and recommends disciplinary action.
  - e. Conducts performance appraisals and completes performance documents.
2. Orders and inventories supplies needed in the production areas to ensure an adequate supply in stock at all times.
3. Performs minor maintenance and maintains equipment to ensure efficient operating equipment and prevent major breakdowns.
4. Estimates costs of projects to ensure the job is completed according to specifications in the most cost-effective manner.
  - a. Reviews job requests.
  - b. Determines amount of time needed for each step in the job.
  - c. Determines the amount of supplies needed.
5. Records time and materials used on jobs to be used to generate billings.
6. Prepares billings and vouchers for print shop jobs to ensure accurate payment for all jobs produced.
7. Performs other work as assigned.

### **D. Reporting Relationships:**

Supervises the print shop staff.

## **E. Challenges and Problems:**

Challenges include scheduling jobs because of constantly changing priorities, coordinating jobs with other areas of the print shop, dealing with customers who know little about the capabilities of the print shop; and motivating employees in spite of extreme deadlines and equipment breakdowns.

Typical problems include resolving an equipment breakdown during a rush job and whether to contact another print shop to complete the job and maintaining a sufficient amount of perishable supplies without having them become old and unusable.

## **F. Decision-making Authority:**

Decisions include deciding what jobs are to be done in-house or contracted with an outside vendor, authorizing repairs and purchases of equipment parts, determining amounts of supplies to be ordered, determining which equipment to use for jobs, determining the least expensive way to produce a product, and when overtime must be work to meet a deadline.

Decisions referred include major discipline problems with staff, when a job is printed wrong and credit needs to be applied, determining if the budget will accommodate recommended purchases, and reviewing large equipment repairs or purchases.

## **G. Contact with Others:**

Daily contact with various state agencies and departments to discuss printing needs.

## **H. Working Conditions:**

Works in a print shop where there are several noisy machines running at the same time. The incumbent also works with hazardous chemicals and must lift boxes weighing up to 70 pounds.

## **I. Knowledge, Skills, and Abilities:**

Knowledge of:

- the operation and maintenance of printing and binding equipment; printing and binding materials and methods;
- design, layout, and commercial prepress methods and techniques.

Ability to:

- organize work;
- train and supervise subordinate staff;
- communicate information clearly and concisely;
- maintain records and write reports;
- deal tactfully with user agencies.