

CITY OF HAMILTON

CORPORATE SERVICES DEPARTMENT (CITY CLERK'S DIVISION - LOCATION - 71 MAIN ST. W.)

SUPERVISOR, PRINTING & MAILING – CUPE 1041

SUMMARY OF DUTIES

Reports to the Manager, Elections, Print & Mail and is responsible for the supervision and co-ordination of the Print & Mail Section. Ensures effective cost-conscious operations and execution of work, the maintenance of productive relationship with vendors, and that customer production considerations, tasks and criteria, such as quality, delivery and budget, are met.

Working with internal customers and external vendors, providing print and mail services that fit individualized situations and prioritize the customers' needs at each step of the process. Resolving complaints, orders, or provide information about products/services purchased from the Print and Mail Services.

GENERAL DUTIES

Plans and organizes the operation of the mail room and print shop services which includes training, scheduling, evaluation, supervision and performance management of staff in the Print and Mail section.

Monitors and oversees employee performance; participates in the hiring of staff; provides or coordinates staff training; works with employees to correct deficiencies; and addresses employee concerns and issues.

Manages change with staff while implementing a multi-year modernization plan and continuous improvement program for daily operations.

Assesses the efficiency of the section, establishes performance metrics, and engages in continuous improvement to ensure the effective and cost-conscious delivery of services. Organizes projects to maximize savings and efficiencies.

Analyses and evaluates customer requests to determine production requirements, selects the best option for a project and maintains schedules, assignments and records of all jobs.

Schedules work and project assignments to Print & Mail Clerk staff, oversees the selection and engagement of external vendors from printing bid process, obtains required quotes for external printing services and monitors printing services purchased through external vendors.

Develops policies, procedures and standards for the Print and Mail section, in collaboration with the Manager, and ensures adherence to corporate policies and procedures.

Provides final quality control on all printing projects, ensuring adherence to corporate branding standards.

Tracks and monitors the Print and Mail budget and oversees and monitors contracts; ensures payments are completed in a timely manner, and performs vendor evaluations according to the Corporate Procurement By-Law.

Monitors and checks all billings and invoices, and ensures timely and accurate payments are processed and received. Tracks section budget and variances, providing explanations for Finance.

Advises and consults with Manager regarding new equipment that is needed, and Plans and monitors routine maintenance schedules for all print and mail equipment.

Addresses and resolves customer concerns and/or complaints.

Establishes, maintains and supervises the maintenance of a filing system for documentation and records.

Maintains an inventory control system for equipment, operation and necessary stock. Maintains inventory and production records, and ensures adequate supplies of letterhead and printing stock.

Keeps up-to-date of changes in the printing and graphics industry, and maintains current knowledge of the latest technology and assist in the better distribution of brokered related jobs.

Oversees the maintenance of all mailing and printing equipment to ensure quality operating conditions at all times. Manages maintenance contracts and software updates on equipment.

Acts as a liaison between external vendors and City staff to streamline and co-ordinate all print materials as required.

Performs other duties as assigned which are directly related to the responsibilities of the position.

QUALIFICATIONS

1. Progressive experience in printing and related industries involving production and manufacturing of printed and electronic communication products including production management and cost estimating normally acquired by the completion of a Post-Secondary Diploma in Graphics Communication Management or a print production related discipline and/or a combination of education and relevant work experience.
2. Demonstrated experience in the print industry, including a thorough understanding and knowledge of print processes, and experience using print machinery and associated software.
3. Current knowledge of Canada Post mailing operations.
4. Strong leadership skills, previous supervisory experience in a unionized environment.
5. Thorough knowledge of computer operation systems and technology, including knowledge of Microsoft Office Suite (Microsoft Outlook, Word, Excel and database software), Webex, and Storefront Software.
6. Demonstrated ability to analyze and interpret statistical and financial information.
7. Demonstrated experience in developing KPIs and Metrics.
8. Strong interpersonal and customer service skill and a high level of competency in verbal and written communications.
9. Must be able to work independently on projects and co-ordinate activities with other City staff to promote smooth and efficient communications and information flow.
10. Must possess strong organizational and time management skills.
11. Demonstrated knowledge of the Health and Safety Act and applicable regulations as it relates to the position.

THE INCUMBENT SHALL COMPLY WITH ALL HEALTH AND SAFETY POLICIES AND PRACTICES FOR THIS POSITION AND THE WORKPLACE.
