Saint Michael's College
Job Description

Job Title: Manager of Printing and Mailing

Department: Auxiliary Services

Supervisor or Manager: Director of Business Services

Date Created: 4/12/05 Last Revised: March 13, 2012 FLSA Status: E

Our Mission: It is the mission of Saint Michael’s College to contribute through higher education to the enhancement of the human person and to the advancement of human culture in the light of the Catholic faith.

Major Objectives of the Position:
• Excellent customer service is provided regarding printing production and mailing services to the entire campus community
• Department functions and expenses are properly managed to maintain a balanced budget
• Work flow of department staff is coordinated efficiently, positions are supervised and the department runs smoothly

Essential Duties and Responsibilities:
• Balances annual budget and is responsible for cumulative operating budget of $675,000
• Assigns workload to employees, monitors design work, supervises work study students to complete copy orders and bindery work from printing and completes their work when work study are unavailable
• Supervises, trains and evaluates employees and signs off on their timesheets
• Receives, sorts and delivers mail, verifies all Post Office paperwork & transactions, procures postage funds and tends Post Office, assuming duties of Mail Clerk when necessary
• Accepts print requisitions, calculates estimates, solicits pricing from sales reps, generates spec sheets for outsourced work, procures quotes from external printers, awards jobs to printers and negotiates pricing
• Purchases bulk paper, press and other supplies and stocks work area with items from storage
• Facilitates proofs to customers and provides all necessary follow-up communication to customers at each stage and when work is completed
• Delivers finished materials
• Consulti with USPS regarding compliance with regulations
• Performs cash register operation and assembles cash for deposit
• Compiles monthly invoices, registers monthly charges, assembles and approves invoices for submission to Accounts Payable
• Transcribes paperwork from all jobs into billing software to generate monthly reports
• Confers with department heads or project managers to streamline their projects
• Provides maintenance on equipment
• Makes arrangements for courier service
• Responds to phone calls and inquiries to the department
• Acts as liaison for campus community with printer/copier vendor

Secondary Responsibilities:
• Provides consulting to faculty and staff
• Hires outside designers if supplementation is necessary to complete projects
• Assists students with projects as needed
• Provides assistance to staff such as aiding with equipment operation, paperwork, color choices, handbook interpretation, moving office items, etc.
• Participates in College activities and serves on committees
Positions Supervised:
- Print Services Coordinator, Press operator (1)
- Graphic designer (1)
- Mail Clerk (1)
- Work study students (25)

Position’s Major Contacts:
- President’s Office for special projects
- Students
- Faculty
- Work study students
- Administrative assistants
- Publications editor
- Director of Marketing
- Sales Representatives
- Printers
- US postal employees
- Delivery people
- Accountants
- Admission Counselors
- Custodians
- IKON support

Demonstrates Excellence in this Position:
- Ensures that quantity of every job is achieved in production and that quality of all materials is on par with SMC Graphic Standards Manual
- Consistently stands behind work produced by the department and makes sure jobs are reproduced at no extra cost to the customer if work is unsatisfactory
- Has highest possible standards when it comes to managing department finances, accounting practices that are consistently accurate and revenues that exceed expenditures
- Mail is post marked, sent out and delivered in a prompt and professional manner, on same day as received

Education and Work Experience Required:
- Associate’s degree or equivalent combination of education and experience
- Previous management experience
- Background in accounting and familiarity with postal regulations

Analytic Skills Required:
- The ability to assess the results of various analytical techniques in order to identify cause-and-effect relationships and then develop plans to change a situation.

Language and Literacy Skills Required:
- Reads and interprets a wide range of information. May interpret documents to others. Regularly writes reports and correspondence. Able to shift writing style as needed for different audiences. Regularly explains policies, listens to questions, responds, and problem solves. Speaks to individuals and small groups effectively.
Computer/Technology Skills Required:

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Licenses, Certifications and Other Requirements:

- None required

Physical Demands:

Work is often performed in a typical non-office environment requiring:

- Standing and/or walking for extended periods of time
- Reaching by extending hand(s) or arm(s) in any direction
- Dexterity sufficient to manipulate objects with fingers, for example operating a computer keyboard
- Basic agility for lifting and maneuvering large amounts of weight
- Communication skills using the written and/or spoken word
- Vision sufficient to see objects within normal parameters, peripherally and at a distance
- A great deal of physical effort, often required to balance, stoop, kneel, crouch or crawl
- Some degree of exposure to physical risk

While performing the duties of Manager of Printing and Mailing, the employee is occasionally required to lift and/or move 51–100 pounds.

The physical demands described here 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 a disability to perform the essential functions.

Additional Requirements for the Job:

- Flexibility with work schedule to accommodate irregular hours as required by production schedule and the needs of the College
- Familiarity with OSHA regulations regarding press chemicals and bindery equipment
- Capacity to perform all functions in Print Shop that do not fall under the Graphic Designer’s or Press Operator’s duties
- Ability to perform beyond normal expectations to keep projects on schedule when necessary

The above job description in no way states or implies that these duties are the only duties performed by this employee. The incumbent is expected to perform other related duties necessary for the effective operation of the College.