

**TITLE: MANAGER, PRINT SERVICES**

**CLASSIFICATION: R18**

**MINISTRY: CITIZENS' SERVICES**

**WORK UNIT: BC MAIL PLUS**

**SUPERVISOR TITLE: PRODUCTION MANAGER, BC MAIL PLUS**

**SUPERVISOR POSITION #: 108505**

### **JOB OVERVIEW**

To provide leadership, training and direction to the Variable Data Print Operators onsite as well as our satellite location. Ensures that all documents printed meet quality control standards and are produced within established timelines. Load balances daily production print volumes and prepares weekly production shifts based on delivery requirements and forecasted volume estimates. Confirms all required production material is on-site to meet print and production demands, and records and reports secure cheque stock numbers into inventory system.

The Manager of Print Services works closely with the Production Coordinators ensuring customer jobs are produced meeting quality control standards and within established time lines, load balancing this with direct contact customer jobs.

### **ACCOUNTABILITIES**

Required:

- Leads team of regular and auxiliary print operating staff
- Leads additional auxiliary staff, capacity varies weekly and depends on workload or special project requirements, vets and approves daily time sheets for each.
- Determines and identifies staffing resources, succession planning, and develops training plans.
- Develops and manages production schedules to meet critical completion dates;
- Autonomy scheduling and training staff to ensure adequate staff at the appropriate level of training are available to meet daily production service standards as well as the custom service standards of larger and/or higher profile projects;
- Manages high profile printing projects which have demanding timelines and full document integrity
- Interacts with customers, analysts, suppliers and other support staff to relay critical information and assist in problem resolution relating to file transfer issues, and/or late or missing printed documents
- Assists in the development of customer Service Level Agreements (SLA) and Memorandums of Understanding (MOU);
- Reviews and confirms monthly storage quantities, associated fees and other specifics for offsite warehoused products.
- Ensures required production materials and other supplies are ordered and onsite daily.

**Date: September 2, 2020**

- Reviews the monthly financial statements and provides commodity pricing adjustment recommendations to the Production Manager;
- Ensures established quality assurance procedures are followed and performing high level MICR evaluations on cheques and other highly classified documents
- Ensures all procedures and guidelines as well as best practises are in use for the operations within the department.
- Provides second level diagnosing, escalating and documenting print platform and network problems with 77000 including using MVS control programming commands to restart the network connection to the functional subsystem.
- Monitors Shared Services BC (SSBC) technical information bulletins for systems changes that may affect BC Mail Plus or customer print production schedules and participates in Technology Services Division (TSD) disaster recovery plan (DRP) exercises.

## JOB REQUIREMENTS

- Grade 12 diploma or equivalent
- Experience Supervising both regular and auxiliary staff in a multi shift production environment
- Experience using high speed production laser printers and impact printers in a highly mechanical and computerized environment
- Experience working in a quality assurance role in a highly mechanical and computerized production environment.
- Experience with print production applications such as MVS, Solimar and FreeFlow or similar software.
- Ability to demonstrate a high level of professionalism using tact, discretion, and judgement in communicating with all levels of staff including senior executive, partners and customers
- Ability to prioritize work in a time-sensitive and multi tasking environment
- Ability to remain calm and demonstrate sound judgement while working under pressure
- Ability to maintain a high level of accuracy and consistency in work produced
- Knowledge of Canadian Payment Association (CPA) rules and standards
- Successful completion of security screening requirements of the BC Public Service, which may include a criminal records check, and/or Criminal Records Review Act (CRRRA) check, and/or enhanced security screening checks as required by the ministry **(Note: It is important that you read the job posting carefully to understand the specific security screening requirements pertaining to the position)**

## BEHAVIOURAL COMPETENCIES

- **Leadership** implies a desire to lead others, including diverse teams
- **Holding People Accountable** involves setting high standards of performance and holding team members, other government jurisdictions, outside contractors, industry agencies, etc., accountable for results and actions
- **Analytical Thinking** is the ability to comprehend a situation by breaking it down into its components and identifying key or underlying complex issues
- **Integrity** refers to actions that are consistent with what one says are important
- **Results Orientation** is a concern for surpassing a standard of excellence.
- **Teamwork and co-operation** is the ability to work co-operatively within diverse teams, work groups and across the organization to achieve group and organizational goals. It includes the desire and ability to understand and respond effectively to other people from diverse backgrounds with diverse views.