CLASS SPECIFICATION
Mail & Reprographic Services Manager

FLSA Status: Exempt
EEOC Job Category: Officials and Administrators
Union Representation: Unrepresented

GENERAL PURPOSE
Under general direction, plans, organizes, manages, coordinates and evaluates the work of employees engaged in providing District-wide reprographics and mail services; ensures the timely and effective delivery of services on both campuses to meet customer requirements; organizes and coordinates planning and scheduling for high volume, time sensitive projects; establishes and maintains security procedures and practices in the mail center and for the pick up and delivery of District documents and materials; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS
Mail & Reprographic Services Manager is responsible for planning, organizing, overseeing and integrating the work of staff engaged in providing reprographics and mail services on a District-wide basis. The incumbent is responsible for planning and organizing work for large-scale, time sensitive special projects and for evaluating and enhancing the ongoing efficiency and cost effectiveness of section services to meet the requirements of administration, faculty and staff. Duties and responsibilities are carried out with considerable independence within the framework of established policies, procedures and guidelines.

ESSENTIAL DUTIES AND RESPONSIBILITIES
The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

1. Plans, organizes, supervises and evaluates the work of assigned staff on both campuses; develops, implements and monitors work plans to achieve assigned goals and objectives; contributes to development of and monitors performance against the District’s annual budget for auxiliary services, including reprographics and mail equipment and supplies; with staff, develops, implements and evaluates work processes, systems and procedures to achieve department and District goals and objectives.

2. Plans and evaluates the performance of assigned staff; establishes performance requirements and personal development targets; regularly monitors performance and provides coaching for performance improvement and development; recommends compensation and provides other rewards to recognize performance; subject to management concurrence, takes disciplinary action, up to and including termination, to address performance deficiencies, in accordance with the District’s classified human resources policies and labor contract provisions.
3. Provides day-to-day leadership and works with staff to ensure a high performance, customer service-oriented work environment which supports achieving District objectives and service expectations.

4. Plans, organizes, coordinates and manages the activities of Auxiliary Services staff assigned on both campuses and responsible for District-wide reprographics and mail services functions; evaluates the efficiency and effectiveness of services, equipment, policies and procedures and recommends or implements changes to enhance on-going operations; monitors equipment usage and utilization patterns and trends, establishes sound control and billing procedures and recommends approaches to improve service quality and performance while minimizing costs.

5. Manages, monitors and ensures the timely delivery of high quality mail services consistent with customer requirements; develops and implements contracts and agreements with external agencies and vendors for mail services; approves invoices for outside agencies and vendors for payment; confers with District administration and staff to plan, schedule and coordinate high volume, time sensitive and confidential mailings to ensure security and cost-effectiveness.

6. Directs the work of mail services employees engaged in sorting, preparing, processing, metering, picking up, delivering and distributing U.S. mail, interdepartmental mail and overnight mail and packages to all District departments and locations.

7. Manages, monitors and ensures the timely delivery of high quality reprographics services to meet customer needs; oversees operations and workflow of the reprographics centers utilizing complex high-speed networked copiers, cutting and binding and other equipment to produce special order projects and on-going duplication of a wide variety of documents, forms and instructional materials; evaluates the use of outside print services; develops and administers contracts for services; evaluates usage of and billing for services including self-service copiers.

8. Evaluates section service quality and performance and ensures compliance with customer service objectives and District policies and procedures; researches and responds to customer inquiries and complaints; meets with customers to plan for delivery of services to meet longer-range needs and requirements in a cost-effective manner.

9. Oversees the maintenance and repair of reprographics and mail services equipment and refers major repairs to appropriate suppliers or vendors; works with vendors and suppliers to ensure proper operation and uptime of equipment and levels and quality of required supplies.

10. Monitors technology and other trends and evaluates new technology solutions for their potential effectiveness in meeting customer needs and their integration with the District's technology environment; researches and recommends new technologies, equipment, operational methods, and techniques. orders and maintains department supplies.

11. Maintains and monitors a variety of usage and cost databases; researches and prepares budget and other reports; oversees the preparation and maintenance of a variety of records and files.
QUALIFICATIONS

Knowledge of:

1. Industry standards and technology trends applicable to reprographics and mail delivery services and operations.

2. Operations and care of reproduction and mail equipment similar to that used by the College.


4. Security methods, practices and procedures applicable to mail services operations.

5. Federal, state and local laws, regulations and court decisions applicable to assigned areas of responsibility.

6. Research methods and data analysis techniques.

7. Principles and practices of public administration for budgeting, purchasing and maintenance of public records.

8. Principles and practices of sound business communication.

9. Standard business software, including word processing and spreadsheet programs.

10. Principles and practices of effective management and supervision.

11. District classified human resources policies and procedures and labor contract provisions.

Ability to:

1. Plan, organize, manage, coordinate and integrate the operations and activities of District-wide reprographics and mail services.

2. Conduct research, evaluate alternatives and reach sound conclusions in accordance with law, regulations, policies and procedures applicable to areas of responsibility.

3. Communicate clearly and effectively, both orally and in writing.

4. Prepare clear, concise and comprehensive correspondence, reports and other written materials.

5. Organize, set priorities and exercise sound independent judgment within areas of responsibility.

6. Exercise tact and diplomacy in dealing with sensitive and complex issues and situations.

7. Establish and maintain effective working relationships with District management, administrators, faculty, staff, vendors, the public and others encountered in the course of work.

Education, Training and Experience:

A typical way of obtaining the knowledge, skills and abilities outlined above is an Associate's degree in a relevant field of study; and five years of increasingly responsible experience involving
reprographics and/or mail services for a large, multi-site organization, at least two years of which were at a supervisory level; or an equivalent combination of training and experience.

**Licenses; Certificates; Special Requirements:**
A valid California driver's license and the ability to maintain insurability under the District’s vehicle insurance policy.

**PHYSICAL AND MENTAL DEMANDS**
The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Physical Demands**
While performing the duties of this job, the employee is regularly required to sit; talk or hear, both in person and by telephone; use hands to finger, handle and feel computers and standard business equipment; and reach with hands and arms. The employee is frequently required to stand and walk.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

**Mental Demands**
While performing the duties of this class, the incumbent is regularly required to use written and oral communication skills; read and interpret complex data, information and documents; analyze and solve complex problems; use math/mathematical reasoning; perform highly detailed work under changing, intensive deadlines, on multiple concurrent tasks; work with constant interruptions, and interact with District management, administrators, faculty, staff, vendors, the public and others encountered in the course of work.

**WORK ENVIRONMENT**
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee works under typical office conditions, and the noise level is usually quiet.