**Class Summary**

The responsibilities of this classification include supervising copy center staff, oversight of copy center operations, and preparing and processing high quality graphic files using a variety of electronic page layout software.

**Distinguishing Characteristics**

This is the third level of a three-level series. This classification is distinguished from the Supervisor I classification in that incumbents within the Supervisor I classification are responsible for performing the day-to-day supervision of one or more professional trades in a work group.

**Examples of Duties**

*In addition to the duties listed below, incumbents in this classification may be required to perform all or some of the duties contained in the Print Shop Specialist II classification:*

1. Supervise assigned staff; plan, organize, schedule, and coordinate work activities of print shop staff; approve leaves, develop staffing plans, evaluate staff performance, and sign performance evaluations.
2. Develop rates for copying and bindery services.
3. Research hardware and software upgrades, request quotes from contracted vendors, and make recommendations for upgrades.
4. Provide estimates to clients.
5. Establish workflow solutions based on current technology; ensure file preparation standards are met.
6. Build and maintain templates for the King County business card website and resolve technical issues.
7. Digitally convert files.
8. Troubleshoot and resolve any billing disagreement or disputes between customers and print shop on work orders discrepancies; create billing reports and submit to Central Finance.
9. Perform other duties as assigned.

**Knowledge/Skills**

Knowledge of bindery equipment and procedures

Advanced knowledge of paper products including weights, types, and colors

Advanced knowledge of typography, fonts, and appearance

Knowledge of supervisory principles and practices

Knowledge of high-speed duplicating operations and maintenance

Knowledge of copying techniques and procedures

Knowledge of basic accounting

Knowledge of confidentiality restrictions

Knowledge of workload planning and scheduling

Skill in organizational and time management

Skill in problem-solving

Skill in customer service

Skill in conflict resolution, problem solving, and negotiation

Skill in verbal and written communication

Skill in analytical thinking, problem solving, and conflict-resolution

Skill in planning, organizing, and project management

Ability in working under time constraints, deadlines, and pressure of changing priorities

Ability to effectively engage in and sustain relationships with people from diverse cultures and socio-economic backgrounds

Ability to work independently and as a team member

Demonstrated proficiency with business applications, such as Microsoft Office suite and printing software programs

**Education and Experience Requirements**

Any combination of education and experience that clearly demonstrates the ability to perform the job duties of the position

**Licensing, Certification and Other Requirements**

Some licenses, certifications and other requirements determined to be necessary to meet the business needs of the employing unit may be required

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| --- | --- |
| **FLSA Designation** | Non-Exempt  |
| **Service Status** | Career Service  |
| **EEO Code** | 2 |
| **Levels within same series** | Print Shop Specialist IPrint Shop Specialist IIPrint Shop Supervisor |
| **Class History** | 04/2010 – Created09/2018 – Changed title from Pre-press Production Specialist to Print Shop Supervisor and added supervisory duties |