

REPROGRAPHICS SUPERVISOR (3163)
TASK LIST

ORDER AND SUPPLY PROCESSING

1. Assess the nature of job requests received over the phone or in person taking into account such factors as the type of equipment needed, the size color of the product requested, and the amount of time required to complete the job in order to determine if the work can be performed in the unit or must be sent out.
2. Accepts orders submitted by customers through email and at the front counter by reviewing the order form completed by the customer and verifying that all order fields are completed, such as paper type, size, binding, number of originals, number of copies requested, and ink color and distributes the order to the appropriate section, such as to the scanning or printing section, for completion to ensure customer order forms contain all required details to avoid delays when processing the orders.
3. Contacts customers by e-mail, phone, or in person to address questions with their order, provide project status, and/or address complaints to ensure quality customer service and timely order completion.
4. Writes the titles, description, and number of reprographics orders received or released in a log in order to track the progress of each order through the reprographic unit and create weekly and or monthly reports of such activity.
5. Performs activities such as counting supplies and equipment available on the unit and totaling these and other numbers contained in different logs in order to complete numerical reports covering areas such as total work being in progress, total work completed, and total inventory.

MAINTENANCE

6. Writes recommendations and justifications for the solicitation of contracts for reprographics work to be sent out, or equipment including specifications on matters such as, equipment features maintenance contracts, and the work being sent out in order to provide upper management a detailed proposal and allow them to make an educated decision on purchase.
7. Visually inspects equipment by, opening the equipment and making sure the paper path is clear of debris, and examining machine components for signs of wear in order to ensure all machines are being properly maintained by Reprographics Operators and machine breakdowns are minimized.

8. Performs basic equipment maintenance such as cleaning machines components such as rollers, paper feeders, and any glass areas that are wiped down and inspected for any sort of wear that may be seen and transfer onto the copies in order to ensure all machines are properly maintained and machine breakdowns are minimized.

LARGE FORMAT PRINTING/COPYING

9. Prepares large format printers such as the HP PageWide XL 8000 for printing operation by loading paper rolls of various sizes such as 36 inches by 500 feet, 24 inches by 500 feet, and 18 inches by 500 feet, and ensuring the ink cartridge levels are at an appropriate level for the print job in which the cartridge would be replaced by manually removing and replacing the cartridge.
10. Prepares large scale documents, such as architectural or engineering plans, for printing received from customers via USB drive, compact disc (CD), the department's shared network drive, or email, by visually inspecting each image for image quality such as sharpness, contrast, orientation, font, and size, as well as setting scanning parameters, and adjusting the image settings as needed to improve the image quality using computer editing software, such as HP SmartStream, Adobe or Bluebeam to ensure that all images are of high quality and free of error before test printing.
11. Prints a test print to create a hardcopy version of the image or plan using computer software, such as HP SmartStream and a printer, such as the HP PageWide XL 8000 in order to visually inspect and determine any changes that need to be made such as adjustments to the size, color, and sharpness before submitting the job to final print.
12. Prints large scale documents by sending print jobs from the computer using Adobe, Bluebeam, and/or printing software, such as HP SmartStream to a large format printer such as the HP PageWide XL 8000 to create color ink, or black and white high quality, large scale printed documents and fulfill customer specified orders.
13. Manually removes all printed documents from printers placing them in order as the print job is progressed dependent on the number of pages in the job to ensure that printers do not jam due to over filling the printer stacker.
14. Checks each print job prior to beginning printing to determine if job is a mixed media type original, which requires various paper sizes, paper types, orientations, and/or printing inks, and if needed, splits the job into multiple print jobs based on the

various media types and reorganizes the print jobs into the original or specified sequence separated by dividers, tabs, and/or plastic sheeting in order to print each job as efficiently as possible and not waste resources, such as using color ink or cardstock when it is not necessary.

15. Prints small scale documents, such as 8.5X11, 8.5X14 or 11X17 training manuals or handbooks, received from customers, either via USB drive, CD, the department's shared network drive, email, or in hardcopy form, using a photocopier printer combination machine such as the Konica Minolta Bizhub Pro 951 by loading original copies into the feeder/hopper or loading the electronic files into the photocopier and entering the parameters such as size, orientation, sort order, and/or binding/finishing in order to fulfill customer specification orders.

EDITING/SCANNING

16. Logs all large scale document scanning jobs into the job log book by handwriting the document's identifying information, such as the plan title, index number, and the number of pages for the job, into the log in order to track work completed and to track work in case of discrepancies.
17. Prepares scanner such as the Contex SD4410 for scans composed of performing a step test by checking for image quality, making necessary clarity adjustments such as resolution, sharpness and contrast, rescanning if necessary and repeating the process until a high quality image is achieved.
18. Scans large scale documents, such as paper, Mylar, or vellum architectural or engineering plans, by manually loading the documents through the scanner feeder using a large format scanner, such as a Contex SD4410, that is connected to a desktop computer and verifies that scanned documents are correctly uploaded into computer scanning software, such as NextImage and saved as an Adobe PDF, jpeg, tiff file or other file type to the computer in order to create an accurate electronic image.
19. Edits scanned document image settings, such as the orientation, sharpness, resolution, and black/white levels of the image, using computer scanning software, such as NextImage, in order to ensure the scanned image is of high quality and easily read even when magnified.
20. Saves all scanned images based on the document index number, or project title and sends the saved images to customers via email or saves the files to a CD, the

department's shared network drive, or USB drive to be delivered to the customer in order to complete a customer's scanning request.

BINDING

21. Binds high page number print jobs by using a variety of binding machines and styles, such as a 3-hole drill to prepare them for Chicago pin style bindings, a Digicoil wire coil inserter, fastback strip binding using a Powis Parker Fastback strip binder, a large format stapler, or a GBC CombBind C210E for plastic comb binding to satisfy customer orders and ensure that specification prints are bound properly.

SUPERVISORY

22. Communicates with Reprographic Operators to disseminate job responsibilities and customer order information to ensure that all customer orders are processed in the appropriate areas of the work setting such as in the copying area, or the scanning area.

23. Applies the principles of Equal Employment Opportunity (EEO) through the promotion of a positive work environment through training, discussion and monitoring employees' behavior regarding cultural diversity, sexual harassment, discrimination, and retaliation and taking appropriate corrective action when necessary to ensure compliance with City and department policies and procedures.

24. Orients new employees by explaining job requirements and providing written materials such as safety and performance standards, personnel rules, policies, procedures, and benefits in order to ensure new staff members are prepared to complete their job duties successfully and in accordance with Department standards.

25. Trains employees through various means such as by using videos, explaining and demonstrating work procedures or inviting technical guest speakers to provide training sessions, and documents training and observes employee performance to ensure employees are properly trained and to determine additional training needs in order to ensure employees can successfully perform their job duties and do so in compliance with Department standards.

26. Discusses completed work with employees, including quantity and quality, timeliness, and problems encountered and provides verbal and/or written praise and/or constructive criticism in order to provide recognition of good/poor performance and to coach them for effective performance of future assignments.

27. Documents incidents of noteworthy good or poor job performance, evaluates employees in areas relevant to the job, documents employee evaluations, and

discusses evaluations with the employee in order to provide feedback, identify developmental needs, and prepare employee for career advancement opportunities.

28. Communicates information to employees orally and in writing, including information from management such as policy changes or department objectives and priorities including, but not limited to, interpretations of City policies or memorandums of understanding (MOU), Executive Directives (ED) such as updated safety information, and training and promotional opportunities in order to provide employees with relevant information.
29. Communicates activities of unit with other supervisors and/or staff and informs management of completed work activities, deviations from planned work, and/or employee suggestions and concerns in order to ensure everyone is informed of work activities including project status.
30. Reviews and approves employee timesheets including employee requests for time off in order to ensure necessary levels of staffing, timely completion of work, and appropriate documentation by comparing reported time using Electronic Time (E-Time) to information recorded about the print job.
31. Evaluates job candidates for positions such as Reprographics Operator by sitting in on interviews and assisting in the interview process in order to make hiring recommendations and/or decisions based on factors such as technical knowledge and Personnel policies including the Rule of Three Whole Scores.
32. Represents Reprographics team by going to meetings, discussing changes in equipment, maintenance contract renewals, and changes in staffing as well as budgeting meetings to make decisions based on staff numbers or job volumes which may require getting additional personnel.
33. Directs staff assignments after analyzing print job needs and determining who should be selected for the various tasks involved to ensure the completion of various projects across multiple employees.
34. Interviews candidates for reprographic operator position by asking them questions on issues such as prior experiences in the field, technical knowledge's, and abilities, and future goals in order to assess candidate qualifications to fill vacant positions.
35. Attends staff meetings in order to discuss matters such as staffing problems, equipment needs, and production goals.

36. Write narratives reports which are comprehensive in identifying the goals and needs of a reprographics unit for a specified period of time such as anticipated budget expenditures, calendar dates at which a new type of reprographic product will be available and the anticipated impact of specific new equipment on section work flow.
37. Speaks to subordinates on a telephone, or face to face in order to discuss matters such as work performance, safety issues, specific work procedures to follow when performing in particular difficult jobs, and the status of jobs in progress.

COMPACT DISC ORDERS

38. Creates copies of CDs and Digital Video Discs (DVDs), such as training videos, documentaries, exit or interviews, received via hard disk, the department's shared network drive, USB drive, or email using CD/DVD copiers, such as the Aleratec CD copier to create copies ordered for public events.

FRAGILE ORDERS

39. Prepares fragile documents such as city plans made out of various materials such as, aged paper, Mylar, vellum, and/or linen by removing protective packaging and placing the documents on a planetary camera such as a Kodak MRG-1 or Kodak MRD-2 ensuring that the camera is properly set up by loading high density film such as 16mm or 35mm into the planetary camera using the appropriate film leaders and trailers to ensure proper film movement and camera operation.
40. Performs a series of test shots in which the high density film such as 16mm or 35mm is developed and examined for quality and adjustments are made to the planetary camera for lighting, exposure, and scale and repeated as many times as needed to achieve the highest quality pictures depending on the condition of the original document.
41. Performs final adjustments to planetary camera photographic parameters such as lighting, and scaling in order to capture final version photographs of the fragile documents to be printed for further processing such as scanning or creating digital copies of the documents for distribution to the customer or archiving for public record via the departments shared network drive.

BILLING

42. Keeps record of print jobs by tracking the inventory of supplies used such as paper and CDs using an online database such as Microsoft Access and entering what was used for each work order based on fees approved by the City Council. Calculates

order costs using Microsoft Access database in order to generate monthly reports using Microsoft Word and/or Excel that will be submitted to the Office of Accounting of the Board of Public Works in order to track the costs of supplies, operation costs and ensure proper inventory