

DUTY STATEMENTGS 907T (REV. 03/05) **SHADED AREA TO REFLECT RECLASS POSITION NUMBER ONLY**

INSTRUCTIONS: Refer to the Essential Functions Duty Statement Manual for instructions on how to complete the Duty Statement.

RPA-

11452-OSP

EFFECTIVE DATE:

DGS OFFICE OR CLIENT AGENCY Office of State Publishing	POSITION NUMBER (Agency - Unit - Class - Serial)
UNIT NAME AND CITY LOCATED Digital Print and Mass Mailing - Sacramento	CLASS TITLE Program Manager, Printing Services
WORKING DAYS AND WORKING HOURS Monday through Friday 8:00 a.m. to 5:00 p.m.	SPECIFIC LOCATION ASSIGNED TO 1050 Richards Blvd, Sacramento, CA 95811
PROPOSED INCUMBENT (if known)	CURRENT POSITION NUMBER (Agency - Unit - Class - Serial) 307-700-7224-002

YOU ARE A VALUED MEMBER OF THE DEPARTMENT'S TEAM. YOU ARE EXPECTED TO WORK COOPERATIVELY WITH TEAM MEMBERS AND OTHERS TO ENABLE THE DEPARTMENT TO PROVIDE THE HIGHEST LEVEL OF SERVICE POSSIBLE. YOUR CREATIVITY AND PRODUCTIVITY ARE ENCOURAGED. YOUR EFFORTS TO TREAT OTHERS FAIRLY, HONESTLY AND WITH RESPECT ARE IMPORTANT TO EVERYONE WHO WORKS WITH YOU.

BRIEFLY (1 or 2 sentences) DESCRIBE THE POSITION'S ORGANIZATIONAL SETTING AND MAJOR FUNCTIONS

Under the administrative direction of the Assistant State Printer, the Program Manager, Printing Services, will be responsible to manage, coordinate and support the Digital Print and Mailing Services production operations of the Office of State Publishing (OSP). The Program Manager, Digital Print will serve as a backup for the other two Program Managers as well as the Assistant State Printer when assigned.

% of time performing duties	Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first. <i>(Use additional sheet if necessary)</i>
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This position is designated under the Conflict of Interest Code. The position is responsible for making, or participating in the making, of governmental decisions that may potentially have a material effect on personal financial interests. The appointee is required to complete form 700 within 30 days of appointment. Failure to comply with the Conflict of Interest Code requirements may void the appointment.

The Department of General Services' (DGS) Core Values and Expectations of Supervisors and Managers are key to the success of the Department's Mission. That mission is to "Deliver results by providing timely, cost-effective services and products that support our customers." DGS managers and supervisors are to adhere to the Core Values and Expectations of Supervisors and Managers, and to exhibit and promote behavior consistent with those values and expectations.

The performance of the duties will be accomplished in accordance with the guidelines of the Department of General Services (DGS), OSP Operations Manual and following published directives within the Government Code (GC), California Code of Regulations (CCR), State Administrative Manual (SAM), DGS Supervisor's Handbook, State Personnel Board (SPB), Department of Personnel Administration (DPA), Collective Bargaining contracts, and Memorandum of Understanding (MOU) provisions.

SPECIAL REQUIREMENTBackground Evaluation

This position requires Background Investigation clearance.

ESSENTIAL FUNCTIONS

30%

Performs and manages all aspects of production in the Digital Print and Mailing Services program due to the expansion of services and changes in printing industry standards in technology for our client publishing needs and ensures OSP is competitive in the market place in accordance with the above stated policies, production operations, DGS and OSP policies and procedures:

SUPERVISOR'S STATEMENT: I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE

SUPERVISOR'S NAME (Print)	SUPERVISOR'S SIGNATURE	DATE
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EMPLOYEE'S STATEMENT: I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT

The statements contained in this duty statement reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods or otherwise balance the workload.

EMPLOYEE'S NAME (Print)	EMPLOYEE'S SIGNATURE	DATE
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	<p>ESSENTIAL FUNCTIONS (CONT.)</p> <ul style="list-style-type: none"> • Oversee the expansion of new services for our client needs. • Determine new digital equipment needs to provide on demand printing in order to be more cost effective and competitive. • Ensure quality and quantity consistency with new digital equipment product output. • Writes contract for new equipment purchases. • Oversees & plans new equipment placements for space, electrical per specifications. <p>Performs a variety of analytical, planning, administrative and support functions in accordance with the above stated policies, production operations, management and supervisory policies and procedures:</p> <ul style="list-style-type: none"> • Oversee and coordinate, by staying informed, on all aspects of production including Customer Service, Planning, Estimating, Scheduling, Digital Print Services and Mass Mailing Services, Electronic Pre-Press, Pressroom, Bindery, Warehousing and Machine Shop. • Responsible for assuring the timely and accurate delivery of sensitive and confidential Legislative printing and other mission and time critical documents to the Governor and agencies. These functions include all facets of printing, contracts, customer service, training, equipment studies, purchasing and budget. • Provide guidance by giving direction and assistance to ensure quality products and standards that are compliant with operational specifications. • Advise and/or make verbal and written recommendations to management and supervisory staff on the most appropriate course of action to ensure compliance with DPA, SPB and DGS personnel procedures. • Stay abreast of the private sector, and make recommendations by being concerned with industry trends and the most appropriate course of proactive measures applicable to prepare OSP production for implementing and adapting new technology. • Ensure an efficient, timely and quality product for clients by being informed of production operations. • Writes contract pertaining to service, supplies and maintenance for the Digital Print/Mass Mail department.
<p>25%</p>	<p>Provides production management by communicating with OSP managers and directing the operation in accordance with customer specifications/contracts following policies, procedures and regulations:</p> <ul style="list-style-type: none"> • Provide verbal input and advice on legislative and OSP production work and difficult, sensitive issues impacting their timely delivery. • Improve products by analyzing and identifying deficient process and implementing procedural changes. • Review job specifications for processing with managers to identify problem areas. • Review estimated costs for accuracy and to ensure the appropriate allocation of staff to produce the required output in an efficient manner. • Identify and direct the most sensitive, difficult and complex production issues to ensure compliance with operational procedures, and customer satisfaction. • Review Inter-Agency agreements (IAA) to ensure DPS/MM is processing customer work as expected. • Acts as liaison between vendors and State to resolve contractual compliance and issue resolution. • Subject matter expert for reviewing bid specifications for implementation.
<p>25%</p>	<p>Performs the full range of supervisory duties including selecting, training, developing, evaluating and disciplining subordinate staff providing employee management through the civil service processes listed below:</p> <p>The following duties will be performed in accordance with the principles and guidelines of DPA, SPB, DGS, Department of Finance (DOF), State Controller's Office (SCO), Federal and State laws (i.e. Americans with Disabilities Act, Family Medical Leave Act, etc.) the MOU provisions and the Public Employees Retirement System.</p> <ul style="list-style-type: none"> • Conduct interviews, evaluate and recommend candidates for appointment utilizing various methods of filling vacancies as needed. • Provide oversight and direction to OSP management, for hiring, recruitment and staffing levels within individual departments. • Provide oversight for the development of OSP's annual exam plan by utilizing input from department

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	<p>ESSENTIAL FUNCTIONS (CONT.)</p> <ul style="list-style-type: none"> • managers and in conjunction with the Department's Selection Unit by identifying the exam needs of the Office for each fiscal year. • Ensure Departmental Return to Work and Bargaining Unit Agreement guidelines are followed for the purpose of returning employees to full duty. • Provide personnel guidance and OSP plant policy per established management practices to ensure management practices are in alignment with DPA and SPB laws and rules, Bargaining Unit Agreement guidelines, DGS policies, and established industry safety practices. • Provide input and direction regarding performance standards and expectations by ensuring probationary reviews, performance evaluations, Individual Development Plans and disciplinary actions are consistent and fairly applied throughout the production units. • Conduct staff meetings to share information. <p>10% Oversees and assists in the development and preparation of OSP budgets for individual Units, including cost center staffing, projected chargeable hours, training and equipment needs through established management practices, MOU provisions and SPB or DPA laws and rules :</p> <ul style="list-style-type: none"> • Perform ongoing analyses and monitoring of each department's budgetary status by determining the causes of inconsistencies; recommending and implementing appropriate action to correct deficiencies; authorizing expenditures within delegated limits. • Analyze production data and prepare written reports to DGS executive management. • Responsible for accurate reporting to the Office of Fiscal Services (OFS) for the billing of services for clients through the use of the Project Accounting & Leave system. <p>5% Performs as backup for the two other Program Managers (Customer Development and Production) as needed and will cross train the other Program Managers in order to stay abreast on all of OSP production and customer service needs between the traditional and digital printing.</p> <p>MARGINAL FUNCTIONS</p> <p>5% Assumes the duties as Assistant State Printer in his/her absence utilizing experience in order to provide consistent OSP administration and management support in accordance with OSP ideals.</p> <p>Attends and provides input at DGS executive briefings upon request.</p> <p>Overtime may be required due to job requirements such as but not limited to the Governor's Budget, the Legislature and contractual client obligations during peak period workloads.</p> <p>KNOWLEDGE AND ABILITIES</p> <p>Knowledge of: All aspects of data processing, management techniques and methods, standard business practices; principles of accounting; printing technology; principles of inventory and control; cost analysis and work simplification; principles of material and services procurement and control; principles of scheduling and production management; the organization and functions of California State Government including the organization and practices of the Legislature and the Executive Branch; principles and practices of policy formulation; techniques of organizing and motivating groups; principles of problem solving; the department's Equal Employment Opportunity objectives; the manager's role in the Equal Employment Opportunity program and the processes available to meet those objectives.</p> <p>Ability to: Plan, organize and direct the work of multidisciplinary professional and administrative staff; analyze policies, organization and procedures; integrate diverse activities to attain a common goal; establish effective review and control procedures; gain the support and confidence of top level management to promote cooperative working relationships; analyze complex problems and recommend solutions; prepare and review reports; communicate effectively both orally and in writing; and effectively contribute to the department's equal employment opportunity objective.</p>

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	<p>DESIRABLE QUALIFICATIONS</p> <p>Special Personal Characteristics</p> <ul style="list-style-type: none"> • Proficient with basic applications, i.e. Word, e-mail, Excel and working knowledge with Form Flow, Adobe, Logic, Internet and E-Commerce. • Must have keen mental alertness to work in a highly political environment being sensitive to legislative needs and being tactful in communications with the legislators and their staff. • Limited travel within the state via airplane or automobile. <p>Interpersonal Skills</p> <ul style="list-style-type: none"> • Exceptional communications skills, both oral and written. • Interact and communicate effectively with coworkers, legislative staff, and the public. <p>WORK ENVIRONMENT, PHYSICAL OR MENTAL ABILITIES</p> <p>Work Expectations:</p> <ul style="list-style-type: none"> • Because of the 24-hour operation, it may be necessary to work long days in order to meet with staff. • Office environment, business dress, according to current policy. • Be responsive and an effective listener to employees. • Be supportive of others and promote their personal growth. • Demonstrated reliability in attendance. • Arrive to scheduled meetings on-time. • Exposure to dust and various chemicals utilized in a print production facility. <p>Physical Abilities:</p> <ul style="list-style-type: none"> • Frequent use of a computer and telephone at a workstation. • Exposure to high noise levels (hearing protection provided). <p>Mental Abilities:</p> <ul style="list-style-type: none"> • Must maintain control over temper and attitude during stressful situations. • Work well under pressure, requiring the ability to handle stress and deadlines. <p>Safety: Follow all OSP safety rules and procedures: Support the actions of the OSP Safety Coordinator and require accountability of OSP employees in their respective work areas.</p> <ul style="list-style-type: none"> • Promote safe work practices by all employees. • Promote a safe working environment for all employees.