

<b>POSITION DESCRIPTION</b>		AGENCY/DEPT ID DAS/DAS105720
DIVISION OR INSTITUTION General Services Division	UNIT OR OFFICE State Printing & Mail Services	COUNTY OF EMPLOYMENT Franklin

<b>POSITION NUMBER</b> 20073296	<input type="checkbox"/> Reclassification <input type="checkbox"/> New Position <input checked="" type="checkbox"/> Update		Position Hyperlinked to <input type="checkbox"/>	
			Agency Organizational Tree	
	USUAL WORKING TITLE OF POSITION State Printing Avanti Manager		POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR 20005570 State Printing Standards Administrator	
	<input checked="" type="checkbox"/> Permanent <input type="checkbox"/> Temporary <input type="checkbox"/> Intermittent	<input checked="" type="checkbox"/> Classified <input type="checkbox"/> Unclassified <input type="checkbox"/> Essential	Overtime: <input type="checkbox"/> Eligible <input checked="" type="checkbox"/> Exempt  If FLSA Exempt, exemption type: Administrative	Bargaining Unit 22  Page 1 of 2
NORMAL WORKING HOURS (Explain unusual or rotating shift): FROM: 7:30AM TO: 4:00PM                      Report in location subject to change.				
<b>JOB DESCRIPTION AND WORKER CHARACTERISTICS</b>				
%	Job Duties in Order of Importance		Knowledge, Skills & Abilities	
60	Plans, directs & coordinates all functions of support services unit (e.g., production billing, Avanti print management system, training & development, inventory & marketing); manages & coordinates ISTV payment activities & billing analysis; analyzes billing reports; conducts billing audits; works with & coordinates multiple billing activities with copy center manager, fulfillment manager & mainframe printing manager; insures compliance; answers complex &/or confidential correspondence; researches & resolves billing issues; oversees full integration of Avanti production modules (e.g., daily entries, demand estimating, inventory control, order processing, purchasing, reporting & shipping); manages training & development program (e.g., conducts needs analysis & skills inventory, develops & presents training as needed, coordinates OSHA compliance program for multiple production facilities, confers with management on specific training needs for program areas; maintains training database); develops & coordinates internal cross-training programs & events for staff; plans & coordinates customer training events (e.g., tours of facilities, open house events & User Group meeting); provides information on programs necessary for on-going education to maintain professional certification; manages State Printing & Mail Services marketing strategies; develops & coordinates marketing communication materials (e.g., forms, publications, promotions, communications); reviews final draft, develops creative concepts, locates available graphic support materials; maintains customer database & website; oversees inventory of fulfillment warehouse; supervises staff (e.g., prepares performance evaluations, approves time & leave requests; interviews, hires & counsels employees).		Knowledge of (1) State Printing management information system (Avanti*); (2) DAS & State Printing policies & procedures*; (3) management; (4) supervision of staff; (5) marketing; (6) meeting facilitation; (7) human resources; (8) training & development. Skill in (9) operation of personal computer & related software (e.g., MS Word, Excel, Access, Visio, In Design, Adobe Creative Suite, Avanti*); (10) presenting materials before audience. Ability to (11) define problems, collect data, establish facts, draw valid conclusions & initiate solutions; (12) apply principles to solve practical, everyday problems; (13) read, comprehend & record figures accurately; (14) communicate effectively in written & oral form; (15) handle personnel issues as supervisor of work unit; (16) recognize marketing opportunities & develop strategies; (17) prioritize & efficiently handle multiple tasks.	
		*developed after employment.		
<b>JOB CODE</b> 63131	List Position Numbers & Job Titles of Positions Directly Supervised: 20005574 Account Clerk 3 20005623 State Records Management Analyst 20073320 Account Clerk 3		SIGNATURE OF AGENCY REPRESENTATIVE  	
		DATE  6-22-11		

Appl 6-22-11 (AR)

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AGENCY/DEPT ID  
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DIVISION OR INSTITUTION  
General Services Division

UNIT OR OFFICE  
State Printing & Mail Services

COUNTY OF EMPLOYMENT  
Franklin

POSITION NUMBER  
20073296

Reclassification

New Position

Update

Position Hyperlinked to   
Agency Organizational Tree

USUAL WORKING TITLE OF POSITION  
State Printing Avanti Manager

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR  
20005570 State Printing Standards Administrator

Permanent  
 Temporary  
 Intermittent

Classified  
 Unclassified  
 Essential

Overtime:  Eligible  Exempt

Bargaining Unit 22

If FLSA Exempt, exemption type:  
Administrative

Page 2 of 2

NORMAL WORKING HOURS (Explain unusual or rotating shift):  
FROM: 7:30AM TO: 4:00PM Report in location subject to change.

## JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
20	Assists in coordination & completion of human resource tasks: updates PDs; screens applications; sits on interview panels; prepares screening & selection criteria; prepares quarterly overtime canvasses & overtime rosters; maintains call-off reports & documentation of tardiness as directed; creates annual & monthly employee certificates for State Printing & Mail Services employee recognition program & maintains records of award winners; provides work unit orientation to new employees (e.g., updates state phone, creates mailbox & section personnel file).	Knowledge of 2*, 3, 7 Skill in 9 Ability to 11, 12, 14, 15, 17
20	Evaluates effectiveness of programs & processes: prepares reports, documents & data relating to production billing, Avanti modules; marketing & training & development programs; plans, writes & implements unit goals; monitors work product & provides assistance to team members; prepares reports to determine operational needs, program status & efficiency; attends or conducts meetings; responds to telephone or written inquiries & complaints.	Knowledge of 2*, 3, (18) data analysis Skill in 9 Ability to 11, 12, 14, 15, 17, (19) prepare meaningful, concise & accurate reports; (20) establish work unit goals & give direction to staff; (21) respond to routine & sensitive inquiries with employees, general public, customers, vendors & officials.

\*developed after employment.

JOB CODE TITLE  
Administrative Officer 1

JOB CODE  
63131

List Position Numbers & Job Titles of Positions Directly Supervised:  
20005574 Account Clerk 3  
20005623 State Records Management Analyst  
20073320 Account Clerk 3

SIGNATURE OF AGENCY REPRESENTATIVE

DATE

*Jeffery M. Cuthbertson*

6-22-11

Appd 6-22-11 RPD