

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

POSITION NUMBER 20073296	<input checked="" type="checkbox"/> Reclassification <input type="checkbox"/> New Position <input 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.			
JOB DESCRIPTION AND WORKER CHARACTERISTICS				
%	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.		
JOB CODE 63131	List Position Numbers & Job Titles of Positions Directly Supervised: 20005574 Account Clerk 3 20005579 Account Clerk 3 20073320 Document Delivery Technician 20073325 Inventory Control Specialist 1		SIGNATURE OF AGENCY REPRESENTATIVE <i>Jeffrey Westhonen/cca</i>	
			DATE 12/3/10	

Apd 12.3.10 (ca)

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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.	
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App'd 12-3-10 (AD)