

**State of Michigan
Civil Service Commission**

Capitol Commons Center, P.O. Box 30002
Lansing, MI 48909

Position Code

1. REPRSPV2

POSITION DESCRIPTION

This position description serves as the official classification document of record for this position. Please complete the information as accurately as you can as the position description is used to determine the proper classification of the position.

2. Employee's Name (Last, First, M.I.) 	8. Department/Agency TECH, MGMT AND BUDGET - MB
3. Employee Identification Number 	9. Bureau (Institution, Board, or Commission) Office of Support Services
4. Civil Service Position Code Description Reproduction Machines Spv-2	10. Division Print and Mail Management
5. Working Title (What the agency calls the position) CPC Working Supervisor	11. Section Printing Services
6. Name and Position Code Description of Direct Supervisor DOWDING, MELISSA S; INFO TECH SUPERVISOR-2	12. Unit Consolidated Print Center
7. Name and Position Code Description of Second Level Supervisor BEST, BRADLEY A; STATE ADMINISTRATIVE MANAGER-1	13. Work Location (City and Address)/Hours of Work General Services Building; 7461 Crowner Drive, Lansing, MI / Monday - Friday; 11:00 PM to 7:30 AM

14. General Summary of Function/Purpose of Position

The position functions as a first-line supervisor in a complex work area functioning as a working supervisor position responsible for managing and completing the nightly production activities for the Consolidated Print Center (CPC), which provides printing services to various state agencies. The position directly supervises the night operation staff and the individual must have a comprehensive knowledge of all machine platforms. In addition to supervising the staff, this individual operates production equipment that resides in the print center, including a wide range of printers from various manufacturers. The supervisor employs knowledge of automated software packages to control production flow and meet site objectives. The position monitors hardware performance, system resources, and environmental and security equipment to ensure proper performance and minimize interruptions in service. The position manages a diverse staff and abide by Civil Service standards for professional conduct.

15. Please describe the assigned duties, percent of time spent performing each duty, and what is done to complete each duty.
List the duties from most important to least important. The total percentage of all duties performed must equal 100 percent.

Duty 1**General Summary:****Percentage: 50**

Administrative duties

Individual tasks related to the duty:

- Develop and maintain the production operating agenda by scheduling work assignments, setting priorities and directing the work of subordinate technicians.
- Evaluate and document employee achievements and deficiencies through the analysis of completed work responsibilities and/or reviewing of work techniques. Conduct appropriate corrective or disciplinary guidance as necessary.
- Ensures proper labor relations and conditions of employment are preserved. This includes, but is not limited to, specific policies and work rules that govern the CPC and PMM.
- Administer annual performance reviews. Provide the necessary resources for employee growth. Arrange training for staff as needed.
- Monitor employee productivity.
- Approve TELL leave requests and bi-weekly timesheets.
- Monitor work for completeness and accuracy.
- Attend training sessions, as needed or required.
- Conduct ongoing staff meetings with subordinates to keep employees updated on issues that affect the organization.
- Develop workflow procedures and internal control processes to ensure controlled document printing is completed according to established service level agreements.
- Participate in disciplinary actions and grievances.
- Training of new employees.
- Notify subordinates of all work priorities, changes in policies which effect production, and any related problems that may impact the schedule and critical due out dates.
- Process improvement planning and implementation.
- Development and implementation of DTMB strategic plan initiatives and actions plans.

Duty 2**General Summary:****Percentage: 35**

Workflow management and equipment operation.

Individual tasks related to the duty:

- Promote and sustain the print management schedule by examining print volume and operating issues to schedule equipment and personnel efficiently.
- Assist technical support personnel in analyzing and correcting complex system malfunctions including the Enterprise Output Manager program used to administrate production workflow.
- Prepare control logs and accurate documentation.
- Operation of al high-volume, high-speed printers from various manufacturers used in the CPC. This included inkjet and toner printers, as well as other associated print center equipment. The printers use distint processes to produce output, including roll feed, cut stock, and fan-feed forms. The operator will also handle electronic formats to produce finished product.
- Coordinate production runs by applying the operating software (Enterprise Output Manager) to direct and drive the printers in the most efficient manner.
- Review and monitor quality of output generated at CPC by adhering to established methods and guidelines.
- Accurately reply to requests for information from customers, vendors, and all levels of management.

Duty 3**General Summary:****Percentage: 15**

Other duties as assigned.

Individual tasks related to the duty:

- Follow procedures to preserve security and environmental equipment to support file integrity.
- Troubleshoot and resolve difficult operating problems to minimize delays in service.
- Additional duties, tasks, and projects required of this positions will be established and assigned by the Print Center Support Supervisor.
- The supervisor must possess a thorough knowledge of the various machines and printers and be able to clear machine and printer jams and malfunctions, as well as change consumable machine and printer supplies as needed.
- Communicate with vendor personnel to report and resolve problems with equipment that require escalation.
- Maintain effective communication with internal and external customers regarding production and machine status.
- Additional duties, tasks, and projects required of this position as established and assigned by the Print Center manager.
- Assist analyst staff with testing of new program development or migration of existing applications.

16. Describe the types of decisions made independently in this position and tell who or what is affected by those decisions.

The supervisor is expected to make decisions that impact the production setting and workflow. Independent judgments include operational decisions, staff assignments, service commitments, and overall quality assurance. These determinations considerably impact State government agencies that the Consolidated Print Center serve. They effect whether customers receive output with critical due out dates in a timely manner and have an economic impact on the organization.

17. Describe the types of decisions that require the supervisor's review.

- Management is consulted regarding disciplinary action of subordinate staff.
- The manager is informed of any significant delays in production or when appropriate escalation is required.
- Decisions that could result in changes to established policies or have financial impact need to be approved by the manager.

18. What kind of physical effort is used to perform this job? What environmental conditions in this position physically exposed to on the job? Indicate the amount of time and intensity of each activity and condition. Refer to instructions.

- Work is performed in an environment characterized by cool temperature, constant machine noise, and physical challenges. Position is exposed to a variety of printing-related paper dust and noise.
- Deadlines and responses to emergency situations will occur on a periodic basis. The employee will be required to respond to these situations and take appropriate action to ensure production is not restricted.
- The physical activities to complete these duties include prolonged standing, bending, kneeling, walking, lifting up to 100 pounds maximum with frequent lifting and/or carrying of objects weighing up to 50 pounds, forward and overhead reaching, and accurate vision. The duties involve significant management of paper and printer products, which includes handling paper stock of various dimensions to load and unload various machines and printers, pushing and pulling carts weighing up to 1,500 pounds and using a pallet jack to maneuver pallets and rolls of paper weighing 5,000 pounds and greater.

19. List the names and position code descriptions of each classified employee whom this position immediately supervises or oversees on a full-time, on-going basis.

<u>NAME</u>	<u>CLASS TITLE</u>	<u>NAME</u>	<u>CLASS TITLE</u>
HOLLIS, DAJHI D	REPRODUCTION MACHINES OPER-A 7	SAMARA, SIMON M	REPRODUCTION MACHINES OPER-A 7

Additional Subordinates

20. This position's responsibilities for the above-listed employees includes the following (check as many as apply):

- | | |
|--|---|
| ☒ Complete and sign service ratings. | ☒ Assign work. |
| ☒ Provide formal written counseling. | ☒ Approve work. |
| ☒ Approve leave requests. | ☒ Review work. |
| ☒ Approve time and attendance. | ☒ Provide guidance on work methods. |
| ☒ Orally reprimand. | ☒ Train employees in the work. |

22. Do you agree with the responses for items 1 through 20? If not, which items do you disagree with and why?

Yes

23. What are the essential functions of this position?

This is a working supervisor position responsible for managing and completing the nightly production activities for the Consolidated Print Center (CPC), which provides printing services to various state agencies. The position directly supervises the night operation staff and the individual must have a comprehensive knowledge of all machine platforms. In addition to supervising the staff, this individual operates production equipment that resides in the print center, including a wide range of printers from various manufacturers. The supervisor employs knowledge of automated software packages to control production flow and meet site objectives. The position monitors hardware performance, system resources, and environmental and security equipment to ensure proper performance and minimize interruptions in service. The position manages a diverse staff and abide by Civil Service standards for professional conduct.

24. Indicate specifically how the position's duties and responsibilities have changed since the position was last reviewed.

New position

25. What is the function of the work area and how does this position fit into that function?

The Consolidated Print Center (CPC) provides variable data print and developmental services for all state agencies. The output is generated from the mainframes or client-server environments that reside at the DTMB hosting centers. Printing is typically completed on either electronic or preprinted forms. The CPC is a high security area which prints items that may be of monetary value such as warrant and check processes, controlled items, or contain information involving privacy rights. Finished product may be distributed directly to the requesting agency or department or directly to their customer through DTMB Mailing Services and United States Postal Service. The third shift supervisor ensures production workflow to meet SLAs and additional expectations.

26. What are the minimum education and experience qualifications needed to perform the essential functions of this position.

EDUCATION:

Education typically acquired through completion of high school.

EXPERIENCE:

Reproduction Machines Supervisor 9

Four years of experience operating printers, including high-speed, high-volume, networked, digital, publishing printers, and related equipment equivalent to a Reproduction Machines Operator 7; three years equivalent to a Reproduction Machines Operator 8; or one year equivalent to a Reproduction Machines Supervisor 8.

Alternate Education and Experience

Reproduction Machines Supervisor 8 - 11

An associate degree in the printing field, or completion of a full-range printing apprenticeship may be substituted for one year of required Reproduction Machines Operator experience.

KNOWLEDGE, SKILLS, AND ABILITIES:

Thorough understanding of the process and procedures used to operate large scale print systems and peripheral equipment. Comprehensive knowledge of computer operations systems, and the abilities to independently identify and resolve problems. The capability to effectively communicate and provide instruction to others. Computer Information System experience, network technologies, and peripheral equipment is required.

CERTIFICATES, LICENSES, REGISTRATIONS:

None

NOTE: Civil Service approval does not constitute agreement with or acceptance of the desired qualifications of this position.

I certify that the information presented in this position description provides a complete and accurate depiction of the duties and responsibilities assigned to this position.

Supervisor

Date

TO BE FILLED OUT BY APPOINTING AUTHORITY

Indicate any exceptions or additions to the statements of employee or supervisors.

N/A

I certify that the entries on these pages are accurate and complete.

STACI ERICKSON

7/9/2026

Appointing Authority

Date

I certify that the information presented in this position description provides a complete and accurate depiction of the duties and responsibilities assigned to this position.

Employee

Date