

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-3	10. Division Print and Mail Management
5. Working Title (What the agency calls the position) Production Supervisor	11. Section Printing Services
6. Name and Position Code Description of Direct Supervisor BEST, BRADLEY A; STATE ADMINISTRATIVE MANAGER-1	12. Unit Print & Graphic Services
7. Name and Position Code Description of Second Level Supervisor HAMPTON, KRISTEN; STATE DIVISION ADMINISTRATOR	13. Work Location (City and Address)/Hours of Work General Services Building, 7461 Crowner Drive, Lansing, MI / Monday-Friday, 7:30 am to 4:30 pm
14. General Summary of Function/Purpose of Position This position serves as a second-line supervisor in a complex work area overseeing daily operations of a high-volume, state-of-the art print production environment that includes digital inkjet and toner presses, B2-format printing, advanced bindery systems, and complex digital publishing workflows. This position ensures the efficient, accurate, and high-quality production of printed materials while supervising staff, coordinating schedules, maintaining equipment readiness, and supporting strategic initiatives. The supervisor also serves as a working leader capable of operating equipment, resolving technical issues, and guiding staff through evolving technologies and production standards.	

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: 40

Production Planning, Workflow Management, Quality Assurance & Compliance

Individual tasks related to the duty:

- Develop, document, and refine production procedures to ensure accuracy, quality, and efficiency across press, bindery, and digital operations.
- Review due dates and assign workloads to meet production timelines for multi-page, multi-substrate, and color-critical jobs.
- Oversee daily scheduling and monitoring of all production work, ensuring alignment with equipment capabilities and staffing levels.
- Manage the PGS shop floor schedule using Avanti Slingshot; adjust assignments based on job complexity, equipment availability, and production priorities.
- Review, analyze, and approve production timesheets in Avanti Slingshot.
- Participate in daily production meetings with PMM to provide operational updates and address scheduling or equipment concerns.
- Monitor and analyze overtime usage to support production metrics and cost-effective operations.
- Inspect work for conformance to quality standards, color accuracy, substrate compatibility, and Administrative Guide procedures.
- Ensure adherence to all health and safety regulations.
- Coordinate print work with printing consultants and communicate job-specific requirements.
- Resolve vendor supply or equipment issues to maintain production continuity.

Duty 2

General Summary:

Percentage: 40

Press and Bindery Operations Oversight and Digital Printing & File Management

Individual tasks related to the duty:

- Supervise the operation of digital inkjet and toner presses, including sheet-fed presses capable of printing up to 23" x 29" and B2-size inkjet systems.
- Ensure proper color management, calibration, and quality control for full-color, high-resolution output.
- Support staff in handling diverse substrates, including coated, weatherproof, and specialty stocks.
- Troubleshoot press issues and coordinate with vendors or consultants to maintain optimal performance and uptime.
- Oversee complex bindery processes including multi-fold and unique fold configurations, perforating, slitting, saddle stitching, and perfect binding.
- Ensure operators can manage specialty substrates and complex finishing requirements.
- Supervise the integration of multiple folds, perforated stock, and specialty materials into finished books and multi-component products.
- Provide guidance on resolving bindery challenges related to substrate behavior, finishing tolerances, and production quality.
- Oversee digital printing workflows, including variable data printing (VDP), requiring advanced technical knowledge and precision.
- Ensure staff can manage electronic originals, identify file formatting issues, and correct errors before sending jobs to the print queue.
- Support digital publishing systems that provide customized and personalized output.
- Maintain high standards for digital asset management, workflow automation, and file integrity.
- Oversee the use and inventory of a wide range of substrates, including weatherproof, coated, specialty finishes, and unique colors and weights.
- Coordinate with vendors to ensure timely availability of materials.
- Support staff in understanding substrate behavior across press, bindery, and digital workflows.

Duty 3

General Summary:

Percentage: 10

Customer Communication & Service

Individual tasks related to the duty:

Including, but not limited to:

- Communicate with customers in person, by phone, email, or Microsoft Teams to discuss due dates, production schedules, job specifications, and problem resolution.
- Conduct customer satisfaction surveys to assess service quality and identify improvement opportunities.
- Provide guidance on substrate selection, finishing options, and digital capabilities.

Duty 4

General Summary:

Percentage: 10

Other duties as assigned.

Individual tasks related to the duty:

- Serve as a working supervisor capable of operating or assisting with any equipment or process.
- Troubleshoot equipment issues and coordinate or maintenance with vendors.
- Research new technologies and equipment to enhance production capabilities and efficiency.
- Assist in cross-train employees in the setup, operation, and basic maintenance of all equipment.
- Lead process improvement initiatives across all production areas.
- Contribute to the development and execution of DTMB strategic plan initiatives and action plans.
- Establish goals, objectives, strategies, action items, resource needs, and performance measures to support future operational growth.
- Complete special projects assigned by management.
- Support supervisors with investigations, counseling, grievances, and disciplinary actions.

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

Work assignments and scheduling. Failure to properly assign and schedule printing could result in the work not being completed within the customer's timelines, leading to poor customer service. Determine alternate methods to produce a product in the event of equipment failure.

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

Disciplinary actions require a director's review and approval.

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.

Position must lift 50-60 pounds of cartons on paper, slide up to 150 pounds of paper, ability to move skids or carts of paper weighing several thousand pounds. Prolonged standing, ability to bend and twist. Position is exposed to a variety of printing related chemicals, paper dust, noise, and pressure due to deadlines and production schedules.

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>
HERNANDEZ, JULIO C	REPRODUCTION MACHINES OPER-2A 8	VACANT	REPRODUCTION MACHINES SPV-2 9

Additional Subordinates

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

- | | | | |
|-------------------------------------|------------------------------------|-------------------------------------|-----------------------------------|
| <input checked="" type="checkbox"/> | Complete and sign service ratings. | <input checked="" type="checkbox"/> | Assign work. |
| <input checked="" type="checkbox"/> | Provide formal written counseling. | <input checked="" type="checkbox"/> | Approve work. |
| <input checked="" type="checkbox"/> | Approve leave requests. | <input checked="" type="checkbox"/> | Review work. |
| <input checked="" type="checkbox"/> | Approve time and attendance. | <input checked="" type="checkbox"/> | Provide guidance on work methods. |
| <input checked="" type="checkbox"/> | Orally reprimand. | <input checked="" type="checkbox"/> | 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 position serves as a second-line supervisor in a complex work area overseeing daily operations of a high-volume, state-of-the-art print production environment that includes digital inkjet and toner presses, B2-format printing, advanced bindery systems, and complex digital publishing workflows. This position ensures the efficient, accurate, and high-quality production of printed materials while supervising staff, coordinating schedules, maintaining equipment readiness, and supporting strategic initiatives. The supervisor also serves as a working leader capable of operating equipment, resolving technical issues, and guiding staff through evolving technologies and production standards.

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

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

The function of the work area is to provide a full range of digital printing, bindery, and shipping services to agencies throughout the state.

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 10

Five years of experience operating printers, including high-speed, high-volume, networked, digital, publishing printers, and related equipment including two years equivalent to a Reproduction Machines Supervisor 8; or one year equivalent to a Reproduction Machines Supervisor 9.

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:

Excellent customer service skills, good communication skills, ability to work in a team environment.

CERTIFICATES, LICENSES, REGISTRATIONS:

- Obtain power lift truck license.

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

Appointing Authority

2/20/2026

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