

PRINTING PRODUCTION COORDINATOR

2475

GENERAL DESCRIPTION OF CLASS

The PRINTING PRODUCTION COORDINATOR coordinates printing plant production staff, client services or contracted printing in a printing plant.

DISTINGUISHING FEATURES

This is a single classification and not currently part of a series of classes.

DUTIES AND RESPONSIBILITIES

Allocation of positions to this class will depend on the total work performed which may include one or a combination of the duties or tasks listed below.

1. Production Management. Typical tasks: reviews work orders to determine materials, processes, and procedures required to produce a finished product; marks appropriate instructions on work orders as they will apply in each production unit; notes and logs due dates for each job and marks completion dates for each production unit on order as required to meet completed job deadline; routes job to appropriate production unit; estimates labor, materials, and related costs on proposed jobs and relays information to estimator, customer coordinator, or client as appropriate; reviews and analyzes unit and employee production records to assist in production planning or to identify production problems; reviews and approves proof and final products to assure compliance with job specifications and plant standards; responds to client job complaints, researches problem to determine cause, who is at fault and recommends maintenance or reduction of charges as appropriate to manager or customer coordinator; monitors and evaluates equipment maintenance, production, and repair records and consults with production supervisors to coordinate equipment replacement recommendations to management; consults with and advises production unit supervisors regarding personnel or production problems; provides back up coverage for production unit supervisors when necessary; evaluates use of consumables (parts and supplies), availability and suitability of new products, and recommends more cost effective alternatives to management when appropriate; participates in management meetings to evaluate production and staff needs, makes recommendations related to production planning and capital equipment expenditures.

2. Customer Services Coordination. Typical tasks: reviews client orders for potential problems related to State rules and standards of format and design, or as related to postal regulations on size and shape if to be used in the mails; evaluates order regarding production processes and procedures to be used and recommends more cost effective methods to client when appropriate; reviews order with due date, plant production schedule and workload or equipment limitations in mind to determine if job can be done in plant or should be contracted out; consults directly with client to clarify questions, recommend changes or notify of need to contract job out; prepares or obtains cost estimates for clients on proposed jobs through consultation with estimator or production staff; advises clients on most cost effective means of producing proposed jobs; provides clients with current information on the status of orders in process; responds to client complaints regarding services or products, investigates cause of problem and recommends to management cost adjustments when appropriate; maintains file of major client recurrent printing needs, makes early update contacts to assure early planning and scheduling to meet client needs; cooperates with clients by providing advice or training

to client staff regarding printing services, policies, and procedures; maintains frequent contact with other production supervisor to keep up to date on workload and production schedules in order to determine what can be accommodated in plant; refers jobs that cannot be accommodated in plant (equipment limits or production overloads) to estimator to be contracted out; keeps current on estimator's duties in order to provide cross coverage of position when necessary; consults and confers with client regarding long range printing needs in order to provide planning information to plant management.

3.Contract Coordination. Typical tasks: evaluates orders to be contracted out due to equipment limits or production overloads to determine most cost efficient means of production consistent with client needs; consults with client to obtain clarification or to provide recommendations; determines through client consultation specific means of production to be used, materials, and due dates; prepares detailed cost estimate of job (materials, processes, labor) using cost records data and consults with contractors and suppliers; refers copies of estimates to plant management and client for review and approval; on approval prepares detailed production specifications for bidder review; notifies appropriate and approved contractors to submit bids by specified deadline; reviews bids and awards contract based on cost, production time, and related factors; monitors contracted jobs to assure that contract conditions are met in accordance with client and plant standards; reviews completed job samples and approves payment of contractor or requires job to be redone or cost adjusted if not up to standard; maintains current file of approved contractors based on printing specialty or type of job preferred; reviews applications from contractors interested in bid work, examines samples of completed work, equipment and staff availability and business history (may visit plant to verify information); approves contractors for inclusion in current contractor lists; in the event of client complaint regarding contracted jobs, acts as intermediary to mediate and adjust complaints; maintains close cooperation and coordination with production supervisors and customer services regarding current materials and service costs and workload status; keeps current on customer relations duties to provide cross coverage of position when necessary; provides management with private sector cost survey data or related information as required; maintains accurate records of all contracts, contractor performance, materials, labor, and shipping costs for future use in estimating or planning; consults and coordinates with plant management, production supervisors, buyers, and customer services on planning and establishment of production standards for contracted services; monitors work of contractors and removes from active bid lists those who do not meet standards.

RELATIONSHIPS WITH OTHERS

Employees in this class have frequent in-person or telephone contact with clients to obtain order clarification, resolve production problems, or to provide advice regarding printing needs. There is frequent in-person, telephone or written contact with suppliers, shippers and printing contractors to obtain cost data, coordinate production efforts or to notify of bid opening or awards. There is frequent in-person and telephone contact with plant managers and supervisors to exchange information related to production schedules, workloads, costs, and standards.

SUPERVISION RECEIVED

Employees in this class receive general supervision and guidance from a manager or assistant manager. Assignments are normally in the form of detailed written job orders or bid requests with special assignments given orally or in writing as needed. The employee works with a high degree of independence in day-to-day decision making. Guidance is provided by job specifications, consultation with clients, other production staff or supervisors, contractors, vendors, catalogs, price guides, and history files and laws, rules, regulations,

and standards related to printing (or mails) in state service. Work is reviewed as complete for accuracy, timely completion and conformance to job specifications, plant standards of quality and procedures as well as any applicable collective bargaining agreements.

GENERAL INFORMATION

Positions are primarily found in a printing plant. They require the willingness to work in the environment associated with the position's location.

KNOWLEDGE, SKILLS, AND ABILITIES (KSA)

Extensive knowledge of the organization, workflow, standards, and practices of printing plant production units (typesetting, camera, stripping, platemaking, pressroom and bindery).

Extensive knowledge of materials, equipment and supplies required for a wide variety of printing production jobs.

Extensive knowledge of printing production planning including adjusting to and accommodating limitations of staff or equipment availability to accommodate client needs.

Extensive knowledge of the laws, rules and standards applicable to state printing (including postal regulations pertaining to materials used in the mails).

General knowledge of estimating printing job costs.

General knowledge of specialized equipment and resources required to produce special printing jobs (continuous feed forms, odd sizes, special papers).

General knowledge of the information required for accurate and complete printing job specifications.

General knowledge of the practices and procedures involved in contracting out printing jobs.

Basic knowledge of the structure and organization of State government sufficient to allow understanding of agency printing needs.

Skill in evaluating printing orders or bid requests to determine processes, equipment, materials and probable production time involved.

Skill in assisting and advising clients regarding job orders or resolution of production problems.

Skill in coordinating and cooperating with production units to assure the timely and cost effective completion of printing jobs.

Skill in maintaining accurate records of production, materials and labor costs to assist in planning or pricing jobs.

Skill in preparing accurate cost estimates of printing jobs.

Skill in maintaining accurate client information to anticipate and plan for recurrent printing needs.

Skill in preparing complete and accurate job specifications from client job order information.

Skill in assessing the need for specialized equipment, materials, or production techniques to meet a clients printing needs.

Ability to apply established laws, rules, policies, procedures, and standards in inviting, evaluating, and awarding printing bids to private contractors.

Ability to evaluate and determine the ability of private contractors to meet established production and quality standards for printing jobs and to monitor contractor performance to determine continued approval for participation in bid invitations.

Ability to provide cross coverage for other printing production managers.

Ability to schedule and prioritize time to meet fluctuating production demands.

Ability to work independently, with minimal direct supervision.

Ability to prepare and present special reports on production and related activities.

Ability to analyze production records and offer input to management in long or short term planning.

Ability to maintain current knowledge in field by reading trade

publications and attending training or trade conferences and conventions when available.

NOTE: The KNOWLEDGE and SKILLS are required for initial consideration. ABILITIES may be required for initial consideration, at any time during the selection process, or during a trial service period as a final stage of the selection process. Some duties performed by positions in this class may require different KSA's. No attempt is made to describe every KSA required for **all** positions in this class. Additional KSA requirements will be explained on the recruiting announcement.

Adopted 1/90

Revised

Examples of work are typical of duties assigned to this class. No attempt is made to describe every duty performed by all positions in this class.