



State of Oregon Position Description

Company: Department of Administrative Services
Organization: Publishing & Distribution - DAS
Service Type: Excludable Management Service - Supervisory

SECTION 1. POSITION INFORMATION

Job Profile Title:	Business Operations Supervisor 2	Job Profile ID:	X7086
Business Title:	Mail & Delivery Services Manager	Position ID:	000000024676
Employee Name:		Company ID:	10700
Representation:	MMS	Budget Auth No:	434970
Location:	Salem DAS Print Plant		
Supervisor:	Timothy Hendrix (Business Operations Administrator 1)		
Position:	Business Operations Supervisor 2		
Time Type:	Full Time		
FLSA:	Exempt		
Exempt Reason:	Executive Employee Exemption		
Overtime Eligible:	No		
Employee Type:	Permanent		

SECTION 2. JOB DESCRIPTION SUMMARY

Describe the program in which this position exists. Include program purpose, who is affected, size, and scope. Include relationship to agency mission.

The Department of Administrative Services (DAS) is the central administrative agency that leads state government to implement the policy and budget decisions of the Governor and Oregon Legislature. Employing an enterprise-wide perspective, DAS serves state government by developing and upholding accountability standards to ensure productive and efficient use of state government's financial, human and information resources.

DAS provides a stable management infrastructure and essential business services including technology, financial, procurement, publishing/distribution, human resources, and facility asset management. These services support and enable state and local government agencies to carry out their missions, benefiting all Oregonians.

To accomplish its mission, DAS partners with private enterprise, citizens, customer service boards and other governmental entities to ensure efficient and effective delivery of government services. The office of the Chief Operating Officer (COO), a central component of DAS, unites statewide solutions through team leadership. The COO office coordinates work teams and initiatives that cross jurisdictional and agency boundaries with a goal of achieving transformative, long-term change and developing an agile

organization that can meet current and future challenge.

The Publishing & Distribution program provides standard and electronic publishing and distribution services to state agencies and other governmental bodies through its in-plant production facility, as well as through contracts with private firms and partnership with the Department of Corrections inmate work program. Its highly secured facility prints checks, warrants and other financial documents that are distributed to nearly all Oregonians. The program also processes incoming and outgoing federal mail, arranges common carrier shipping, and provides secure delivery and distribution services to public agencies throughout the Willamette Valley.

With our high-speed digital presses, we can produce high-quality printed materials with exceptional precision and clarity. Whether it's producing official documents, reports, brochures, or promotional materials, our digital presses enable us to meet the diverse printing needs required by state agencies and other government entities.

b. Describe the primary purpose of this position, and how it functions within this program. Complete this statement. The primary purpose of this position is to:

Provide supervision and coordinate workflow in the Mail and Delivery unit, shipping and receiving operation of the Publishing & Distribution program, including evaluation of employee performance, monitoring of program standards and performance measurement to ensure a smooth flow of operation and services to customers. The individual in this position will also coordinate diverse elements within Mail and Delivery unit, including adjusting personnel assignments to meet changes in agency workload demands, and making recommendations to program manager to improve the effectiveness of the program operations.

SECTION 3. JOB DESCRIPTION

List the major duties of the position. State the percentage of time for each duty. Mark "N" for new duties, "R" for revised duties or "NC" for no change in duties. Indicate whether the duty is an "essential" (E) or "Non-Essential" (NE) function.

40% R E

Provide leadership and direction for a diversified staff. Supervise, hire, monitor performance, develop, coach, discipline and provide direction to employees. Respond to and resolve employee grievances. Assign and plan work. Promote safety training and practices in performance of all work activities. Implement Affirmative Action and Diversity strategies and goals. You are responsible to structure activities that will promote and foster a diverse workforce and discrimination/harassment-free workplace.

20% R E

Communicate, on a regular basis, in person, in writing and by phone with Mail Processing and Delivery unit customers to provide or request information. Respond to questions and complaints and determine eligibility for Mail Processing and Delivery services. Adhere to excellent customer service standards in dealing with agency and public customers.

Manage and direct the work of Mail and Delivery and Shipping/Receiving staff. Determine overtime requirements and /or use of temporary help to meet delivery deadlines. Evaluate employee performance; develop and implement performance improvement plans as necessary. Administer disciplinary action when necessary.

Determine employee-training needs; recommend training plans as necessary to ensure proficiency in performance of duties. Identify cross-training opportunities and direct cross-training plans for staff. Approve leave requests and overtime. Screen, interview, and the hiring of qualified candidates. Review and approve timesheets for employees.

Conduct regular agency visits. Serve as advocate to assure agencies take full advantage of efficiencies offered by P&D. Evaluate program needs to plan the strategic direction of the delivery services unit.

Monitor and ensure staff compliance with all policies and procedures pertaining to security and audit controls to ensure documents remain safe and confidential. Identify and immediately resolve actual and potential work hazards and safety issues.

10% R E

Coordinate delivery/service schedules and employee assignments. Independently make adjustments to assure that adequate position/duty coverage is maintained. Coordinate and monitors equipment/vehicle maintenance. Oversee the process of monthly vehicle mileage reports. Record monthly data on computer, used for biennial budget assessment and performance measurement. Restructure routes to assure efficient service to new and existing customers.

10% R E

Develop and maintain statistical reports to evaluate employees, equipment, and program productivity. Develop and maintain quality control standards and procedures; Manage coordination and implementation of the quality control system for the mail program. Oversee billing and record keeping functions. Generate and evaluate reports from automated systems. Administer PacTrac package tracking system. Communicates directly with customer agencies regarding service and billing issues.

Recommend operational standards, determine most cost effective operational means. Monitor existing performance measurements, calculate data, report results to manager and appropriate staff. Ensure that equipment and supplies are appropriate to accomplish program mission; maintain inventory of necessary supplies, material, maintenance, and repair; work with vendors to resolve problems . Observe, practice, and promote safe working conditions. Identify actual and potential work hazards safety issues and resolve immediately. Assist in Mail Processing and Delivery unit budget development and execution.

10% RE

Authorize and prepare requests for payment of invoices for office operating expenses. Order equipment, office supplies, forms, and printed material for distribution to agency clients. Maintain and update office equipment inventory. Has authority to sign correspondence and to act as an agent for the state regarding customer Registered, Insured, and Certified federal mail. Provide emergency back-up relief to Mail Processing and Delivery unit staff. Through occasional on-scene route and driver monitoring, retains familiarity with all routes and with all vehicles, including electric pallet-jacks and electric tailgates.

10% RE

Coordinate, Prepare and submit quarterly billing for Shuttle mail and delivery services. Submit to Publishing & Distribution operations for processing.

SECTION 4. WORKING CONDITIONS

Describe any on-going working conditions. Include any physical, sensory, and environmental demands. State the frequency of exposure to these conditions.

This position involves frequent contact with executives, management, and staff both internal and external to the organization. It requires working with a variety of people and situations, which requires the incumbent to exercise diplomacy. Confidentiality of information must be always maintained. This position requires the ability to work on multiple tasks simultaneously, sometimes within short time frames, and interface effectively with business partners. It requires maintenance of tight deadlines and close coordination of a large number of tasks. Often travel to meetings is required with some travel to trainings. There can be frequent interruptions, demanding timeframes, and non-traditional working hours. At times, weekend and evening work is required to meet customer demands and department deadlines. This position requires significant use of a computer and videoconferencing.

Where an employee's duties can be successfully performed away from their central workplace, an employee is eligible for remote work, upon agency approval. This position has frequent travel to agency offices to meet program managers and mailroom staff, maintain customer contact, promote PacTrac package tracking, and other P&D services, in addition to measuring customer satisfaction while determining best needed service level.

The emergency/back-up requirements of this position require exposes it to both indoor and outdoor physical activity in all types of weather including, walking, stooping, bending, pushing, pulling, lifting, and carrying heavy loads of up to 50 lbs. Occasionally operates varied vehicles from step vans to large trucks with 18,000 gross vehicle weight ratings, under varying traffic and weather conditions. Position may operate electric pallet-jacks and electric tailgates.

SECTION 5. GUIDELINES

List any established guidelines used in the position, such as state or federal laws or regulations, policies, manuals, or desk procedures.

Publishing & Distribution Operating Procedures, Policy Manual, DAS Administrator's Manual, Administrative Rules, Purchasing Regulations, ORS (Printing and Purchasing Law), Attorney General's Model Public Contract Rules, Collective Bargaining Agreements.

• Statewide, Departmental, & Division policies and laws including but not limited to those addressing:

1. Security
2. Confidentiality
3. Violence, Harassment, Discrimination Free Workplace

How are these guidelines used?

Ensure program compliance with applicable laws, rules and policies and treatment of employee-related concerns.

SECTION 6. WORK CONTACTS

With whom, outside of co-workers in this work unit, must the employee in this position regularly come in contact?

Who	How	Purpose	How Often?
Admin Support Staff	In Person, by mail, email or telephone	Provide Documentation and requests	Daily
Agency Customers	In Person, by mail, email or telephone	To clarify needs, advise, inform, resolve disputes	Daily
Agency Heads, Customers, Cities, Counties, Boards, Commissions, Legislature, Judicial	In Person, by mail, email or telephone	To analyze and respond to request for information	Daily
Other Managers	In Person, by mail, email or telephone	Problem Resolution/Job Planning	Daily
US Post Office	In Person, by mail, email or telephone	Act as a liaison for all agency customers concerning their issues with USPS deliveries	As Needed
Vendors	In Person, by mail, email or telephone	To request information, resolve disputes advise, inform,	Daily

SECTION 7. POSITION RELATED DECISION MAKING

Describe the typical decisions of this position. Explain the direct effect of these decisions.

Independent decisions regarding acquisition and implementation of new technologies and procedures could reduce costs or increase them if based on faulty information.

Continue improvement in delivery route optimization, protect the security of time-sensitive materials, verify confidential items are locked in secure cages until such time for delivery.

Poor decisions could result in unnecessary expense to Publishing and Distribution and its customers; litigation against the State; failure to meet agency product, time and service requirements; customer dissatisfaction, and; negative publicity.

This position's budgetary recommendations and budget execution could affect implementation of long-range plans, plant capacity, and the amount of funding received for the program.

SECTION 8. REVIEW OF WORK

Job Profile	Position ID	How	How Often	Purpose of Review
Business Operations Administrator 1	1690601	In Person, by mail, email or telephone	Quarterly	Quarterly Check-in
Business Operations Administrator 1 / State Printer	1690601	In Person, by mail, email or telephone	Regularly	Regular check ins; Review and progress of work

SECTION 9. OVERSIGHT

What are the oversight activities for this position?

Plan Work
Assign Work
Approves Work
Responds to grievances
Disciplines and rewards
Coordinates schedules
Hires and discharges
Recommends hiring
Prepares & signs performance evaluations

SECTION 10. ADDITIONAL POSITION RELATED INFORMATION

List any knowledge and skills needed at time of hire that are not already required in the classification specification:

This position is subject to a criminal records check, which may require fingerprints. If you are offered employment, the offer will be contingent upon the outcome of a criminal records check (FBI). Any history of criminal activity will be reviewed and could result in the withdrawal of the offer or termination of employment.

You are responsible to provide leadership for employees, additionally develop, coach, and provide direction for employees. You are to implement, promote and foster a diverse and discrimination/harassment-free workplace; establish safety training and practices in performance of all work activities. You are to maintain professional and collaborative working relationships with all contacts; contribute to a positive, respectful, and productive work environment; maintain regular and punctual attendance; perform all duties in a safe manner; and comply with all policies and procedures. Working in a team-oriented environment requires participative decision making and cooperative interactions among staff and management. You are to be aware of Affirmative Action and the department's Diversity strategies and goals.

You are to assign work to employees, work that is in alignment within the Strategic Plan of Delivery Services. This assigned work must also align with the established goals of Delivery Services, including objectives, and job accountability. Employee review meetings are required including compliance follow up and review of operating procedures/policies.

Additional skills, abilities, and requirements for this position include but not limited to:

A professional manner, the ability to mediate disagreements and resolve disputes. Possess the ability to remain calm, courteous, and maintain professionalism in all dealings with P&D employees and management, with delivery & ship/receive employees, and including administrative staff. Provide accurate communication with private-sector vendors, notably software vendors, and the general public. In addition, each month an update of online agency address files must be done thereby ensuring PacTrac services are accurately delivered as described on websites.

Advanced personnel and business management skills are required for this position, both oral and written communications skills are

essential with the ability to maintain confidentiality. Must be able to work/troubleshoot computer issues, must display skilled use of tracking software, MS Excel, Word, Access, Outlook, Avanti, and Smart sheet. Have sufficient knowledge of Publishing and Distribution to promote printing/ mailing/distribution services and other P&D processes. Promote P&D services state agency wide, must have a willingness to accept other assignments, conduct/present feasibility studies, and/or projects as needed for the operation of Publishing and Distribution. Must stay informed of operation costs, be able to evaluate budget line items such as cost of labor, overtime, delivery vehicle expenses, and fuel. It is required that you prepare, correct, balance, and forward files for the immediate invoicing of quarterly delivery service operations during the biennium.

This position requires knowledge of and/or skill in the technology and practices of the distribution/logistics and mailing industries; the methods and tools of effective production, effective people management; the principles of excellent customer service; general management theory and practices. You are required to be prepared for all team meetings, bring potential issues to the forefront, and provide potential solutions for the team to discuss, resolve, while giving, receiving, and/or accepting feedback for the best possible outcome of P&D and its staff members.

Employee is required to possess and maintain a valid driver’s license issued by the state where the employee resides or provide an acceptable alternate mode of transportation.

SECTION 11. BUDGET AUTHORITY

If this position has authority to commit agency operating money, indicate the following:

Operating Area	Biennial Amount	Fund Type
Publishing & Distribution	Up to \$25,000	Other funds

SECTION 12. ORGANIZATIONAL CHART

See Organizational Chart (attach copy or view within Workday).

SECTION 13. SIGNATURES

Employee Date

Manager Date

Appointing Authority Date