

The University of Akron  
**Classification Specification**

<b>Job Title:</b>	Mgr Production	<b>Job Code:</b>	42641
<b>Job Function:</b>	Staff	<b>Grade:</b>	119
<b>Job Family:</b>	Classified	<b>FLSA:</b>	Exempt
<b>SOC Description:</b>	2000 Finance / Accounting Division	<b>Date:</b>	1/1/04;5/2/01;7/1/99

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**Job Summary:**

Schedule all phases of pre-press, printing, and bindery operations while acting as quality control for all printing jobs. Oversee the workflow process within the department for the purpose of properly allocating human and mechanical resources for printing jobs. Help customers determine their printing needs and follow up to insure customer satisfaction.

**Essential Functions:**

10-30% Coordinate activities pertaining to the scheduling of printing operations while providing quotes and prices for individual printing jobs. Manage the turn-around time of all printing productions to ensure a timely workflow process. Market printing services to the campus community.

5-25% Implement effective quality control for all production jobs. Supervise the web submission and help desk operations.

5-20% Consult with vendors to purchase paper for printing jobs. Oversee the purchase of supplies for all phases of printing activities.

5-15% Oversee the work of departmental supervisors, staff, and student employees. Assist at the help desk with the use of Microsoft Publisher in setting up printed materials for customers. Follow up with customers to gain feedback and suggestions for the improvement of services.

5-10% Manage customer complaints and provide effective solutions to problems. Evaluate and resolve discrepancies between the original printing job work order and the actual outcome.

**Education:**

Requires 18 months of education or training beyond high school.

**Licenses/Certifications/Requirements:**

None.

**Experience:**

Requires a minimum of 4 years experience in scheduling work orders, managing employees, purchasing supplies, and providing customer service. Knowledge of quality control techniques and printing technology required. Ability to maintain inventory at efficient levels and participate in competitive bidding required. Creative problem solving skills and the ability to meet deadlines required.

**Leadership:**

Direct supervision and evaluation of work as a first-line supervisor over non-exempt staff including hiring, terminating, disciplining; or functional guidance and/or project leadership over exempt staff engaged in activities of a recurring basis.

**Physical Requirements:**

Job is physically comfortable; individual is normally seated and has discretion about walking, standing, etc. May occasionally lift very lightweight objects.

**Working Conditions:**

Occasional minor discomforts from exposure to less-than-optimal temperatures and air conditions. May involve occasional exposure to dust, fumes, or outside weather conditions, and/or frequent driving of a vehicle (50% or more of the time).

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The intent of this classification specification is to provide a representative summary of the types of duties and responsibilities that will be required of positions given this title and shall not be construed as a declaration of the specific duties and responsibilities of any particular position. Employees may be requested to perform job-related tasks other than those specifically presented in this description. The University requires that all University employees whose assigned duties include some involvement with The University of Akron's intercollegiate athletics program, comply with all relevant NCAA Bylaws in performing their work.