

**MONTGOMERY COUNTY GOVERNMENT
ROCKVILLE, MARYLAND
CLASS SPECIFICATION**

**Code No. 005170
Grade 23**

PRINT/MAIL/RECORDS SERVICES MANAGER

DEFINITION OF CLASS:

This is a supervisory class, the primary purpose of which is to plan, direct, manage, and assess the effectiveness of the County's printing, mail services, and records management programs. Contacts are with Division employees, representatives of various departments and agencies within the County Government, and with outside contractors and vendors to ensure the smooth flow and quality of the services provided and to resolve problems encountered. An incumbent in this class offers limited assistance or service to the public.

The incumbent in this class is responsible for the oversight and direction of all mail, printing, and records management and imaging services for Montgomery County. This responsibility includes budgeting and accounting for the Central Duplication Internal Service Fund. Work is performed under general direction; the incumbent has administrative/operational/technical responsibility over all services provided. Work is reviewed for timely completion of quality work in a cost-effective manner and in accordance with controlling budget, accounting, and contracting laws, regulations, and procedures, as well as other County policies and procedures. Guidelines to perform the work are normally available, but the incumbent may modify, adapt, or deviate from existing guides when necessary; develops appropriate policies and procedures pertaining to the chargeback system for use by county customers. The complexity of the work is characterized by extensive planning in order to provide timely and cost effective printing, mail, and records services solutions and alternatives in accordance with customer expectations and within resource constraints. The work of this class directly affects the quality and timeliness of printing, mail, and records management services to all County departments and agencies and to external customers. Work is performed primarily in an office environment and is sedentary. Supervisory responsibilities include assigning, coordinating, and reviewing work, and regularly participating in a variety of personnel matters.

EXAMPLES OF DUTIES: (Illustrative Only)

- Plans, schedules, oversees, coordinates, and provides for the continuity of all county-wide records management, including imaging; external and intra-governmental mail and courier services; and printing services, including printing, bindery, typesetting, and photocopying.
- Periodically reviews the work plan of the unit and takes action to adjust work effort to increase the efficiency and effectiveness of the unit in accomplishing its goals.
- Conducts research and feasibility studies into state-of-the-art technologies and systems to determine if application would result in efficiencies and economies.
- Meets with customers to discuss printing and imaging needs and printing, imaging, and mailing budgets.
- Considers and defines future financial impacts (FFIs) such as personnel upgrades, equipment purchases, and increases in cost of materials. Captures unit's expenses and considers competitive rates charged in the private sector. Develops and recommends chargeback rates.

- Formulates, presents, and defends unit's budget based on approved chargeback rates. Monitors execution of budget; analyzes any shortfalls, and if necessary, recalculates rates.
- Administers chargeback system for services provided; ensures that records of material and labor costs are accurate and that chargeback documentation is complete. Analyzes and reconciles accounts as necessary.
- Develops, updates when necessary, and oversees the implementation of written policies and procedures, including County Administrative Procedures, to ensure the correct use of the chargeback system and to ensure that proper internal control standards are observed and documented.
- Makes recommendations for technical specifications, terms, and changes of scope as related to operational contracts and Requests for Proposals (RFPs). After award, monitors contractor performance.
- Plans, assigns, coordinates, reviews, and evaluates the work of subordinate supervisors and through them, the nonsupervisory personnel.
- Provides for the training and continuous learning of assigned staff. Provides for the training of county employees who are users of the unit's financial system.
- Maintains and reviews individual production, attendance, and leave records of all employees; reviews and approves employee leave requests. Ensures the proper and timely completion of periodic employee performance evaluations by subordinate supervisors. Reviews and resolves employee complaints or grievances; refers cases not settled to immediate supervisor. Initiates action to fill vacant positions and makes recommendations to OHR regarding the hiring of new employees.
- Observes and corrects employee work habits for unsafe actions which may result in personal injury, equipment damage, or inefficient operation.
- Performs other related duties as required.

KNOWLEDGE, SKILLS AND ABILITIES:

- Thorough knowledge of county, state, and federal laws, rules, and regulations and the practices and principles pertaining to the operation of mail, printing, archiving, and records management programs.
- Ability to plan, to organize, and to prioritize responsibilities in an intense, complex, multi-faceted organization.
- Ability to coordinate work processes across departments and to coordinate/negotiate alternative solutions to problems.
- Ability to analyze, interpret, and explain laws, regulations, policies, and procedures to customers relevant to the services provided, in order to gain compliance, cooperation, and/or understanding and to provide guidance.
- Thorough knowledge of the principles of financial management and forecasting required for a financially self-supporting governmental program, to include the operation of revenue/expense models.
- Ability to prepare and/or supervise the preparation of and interpret financial reports and statements in accordance with GAAP or budgetary standards, including complex analysis to reconcile discrepancies.
- Ability to supervise, to train, and to empower subordinate personnel in order to accomplish the goals of the unit and to provide appropriate staff development, guidance, and leadership.

- Ability to communicate effectively, both verbally and in writing, and to deal tactfully and equitably with subordinates, representatives of various County agencies and departments, and with outside contractors and vendors.
- Considerable knowledge of computerized systems and applicable software which apply to financial, mail, printing, and archiving, and records management transactions.
- Ability to utilize a personal computer for word processing, spreadsheets, and databases.

MINIMUM QUALIFICATIONS:

Experience: Six (6) years of progressively more responsible experience in printing management, or related business environment, including three (3) years in either a lead or supervisory capacity.

Education: A bachelor's degree in printing management, business, and/or accounting.

Equivalency: An equivalent combination of education and experience may be substituted.

LICENSE: None.

PROBATIONARY PERIOD:

Individuals appointed to this class will be required to serve a probationary period of twelve (12) months, during which time performance will be carefully evaluated. Continuation in this class will be contingent upon successful completion of the probationary period.

MEDICAL EXAM PROTOCOL: Core Exam.

Class Established: January, 1977

Revised: August, 1985

April, 1991 (M)

January, 1996 (M)

January, 2007 (M)

August, 2013

October, 2014