

## Job Description

<b>Job Title:</b>	Manager, Production
<b>Department:</b>	Print + Retail Solutions
<b>Reports To:</b>	Associate Director, Strategic Initiatives and Special Projects
<b>Jobs Reporting:</b>	Production / Customer Service Coordinator (2) Shipper/Receiver/Operator (3) Assistant Manager, W Print
<b>Salary Grade:</b>	USG 9
<b>Effective Date:</b>	November 2020

### **Primary Purpose**

The Manager, Production is accountable to the Associate Director, Strategic Initiatives and Special Projects. The incumbent identifies and leverages opportunities and partnerships to position the areas under their oversight as the trusted source for all forms of printing, scanning, archiving and print finishing. To facilitate this, the Production Manager builds lasting partnerships on campus, stays abreast of industry trends, and effectively leverages staff and equipment resources to meet customer service requirements and operate their areas of responsibility at peak efficiency. Further, they provide leadership, support and development to the staff working within the business unit.

### **Key Accountabilities**

#### **Leadership**

- Contributes to goal-setting and strategic planning for the department as a member of the P+RS Management Team, and leads the implementation of those plans and goals within their area
- Assists in the creation of and adherence to P+RS' standards of excellent customer service to promote consistency across units
- Ensures effective communication of departmental direction and initiatives to direct reports by establishing transparency through shared P+RS goal setting
- Provides leadership and input into the vision, design, development, and delivery of evolving services
- Proactively participates in P+RS project prioritization and reviews it on an ongoing basis, while taking the initiative to make recommendations to the Associate Director, Operations and the Director with respect to potential customer service and conversion improvements to increase sales and profitability
- Models the values of the P+RS department and the priorities of the Management Team in interactions with internal and external partners

#### **Effective Performance**

- Develops and implements processes and procedures through shared team planning to ensure that strategic goals are realized and business targets are met
- Working closely with the Associate Director, Operations and the Manager, Accounting & Financial Analysis establishes targets and evaluates financial performance by applying analytical skills to assess revenue, margins, expenses, pricing, promotions and inventory management
- Increase annual revenue by expanding existing services and identifying new opportunities
- Develops and implements strong, cohesive promotional strategies and marketing campaigns with the Marketing Coordinator and the P+RS Management Team

- Takes overall responsibility for managing relationships with vendors, including negotiating prices, rebates and discounts that are favourable for the University of Waterloo and customers
- Ensures well-functioning equipment by overseeing maintenance, and collaborates with vendors as needed
- Researches new emerging technologies and opportunities in higher education
- Responds quickly, thoroughly and professionally to requests for quotations and information
- Provides business information that supports the department's strategic decision making and planning
- Strategizes with partners across campus to enhance production services, and processes that improve customer satisfaction

### **Effective Operations**

- Provides leadership and direction for the entire Production team, including ensuring any competing priorities are balanced
- Identifies opportunities for operational efficiency across P+RS through proper human resource planning and management and effective allocation of financial and operational resources
- Establishes and maintains effective and timely processes and response times by liaising with on- and off-campus partners
- Establishes and maintains safe-keeping procedures for any confidential or secure printing materials
- Takes initiative and provides leadership for appropriate organizational and procedural changes and associated administrative processes
- In collaboration with the Associate Director, Operations, works with the Manager, Accounting & Financial Analysis to prepare the annual budget, and recommend, implement and administer operating policies and procedures
- Proactively leads the strategic adoption of up-to-date production technology resources to ensure P+RS' customers' needs are met effectively
- Responsible for ensuring that, within their areas of responsibility, equipment and inventory are managed effectively (e.g., handling obsolescence, shrinkage, write-downs, price reductions)
- Oversees budget and inventory of all production supplies and resources, ensuring expenses are appropriately allocated
- Implements systems and processes to establish and maintain records for the operating unit

### **Staff Management**

- Develops and implements training for staff to ensure that they are abreast of updated processes, procedures, etc. The accuracy of training and maintenance of related documentation is this incumbent's responsibility
- Initiates and conducts regular performance conversations and annual reviews with direct reports
- With support from the Associate Director, Operations, addresses performance and staffing issues quickly and decisively – and proactively, whenever possible – within their team

### **Collaboration**

- Interacts regularly with the Management Team and all P+RS staff and supports cross-promotion of products and services wherever possible
- Establishes and maintains strong partnerships and relationships with units throughout the university and the affiliated colleges that help P+RS achieve its goals, while ensuring that P+RS is represented professionally
- Where relevant, establishes and maintains strong collegial and productive relationships with colleagues at other post-secondary institutions, sharing best practices and developing solutions to shared issues within the sector

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### Customer Service

- Commits to positive interactions with all internal and external customers, and provides appropriate level of assistance regardless of situation or location
- Ensures that all customer inquiries are handled in a professional, timely manner; and in cases when customers should be redirected to other staff, the incumbent will ensure that the redirection is complete and that the customer is not left without service

*\*All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.*

### Required Qualifications

#### Education

- University degree, or equivalent education and experience
- Post-secondary training in process management, lean, quality management, sigma six and/or direct print industry work experience is an asset
- Education and/or professional experience in print industry, manufacturing and/or distribution is preferred

#### Experience

- Minimum three years of supervisory experience in a business, manufacturing or post-secondary environment
- Minimum two years of experience working with digital press, print finishing and scanning/archiving equipment
- Experience and demonstrated comfort using pre-flight, pre-production and workflow/tracking software and applications

#### Knowledge/Skills/Abilities

- Intermediate knowledge of production and finishing equipment functions and capabilities, including the ability to perform minor repairs or troubleshoot for service technicians
- Business acumen and analytical skills
- Critical thinking
- Demonstrated leadership ability
- Excellent written and verbal communication skills
- Interpersonal skills and relationship-building
- Familiarity with relevant University of Waterloo policies, procedures, and guidelines including Health and Safety, Staff Employment, Conflict Management and Human Rights, and AODA requirements is preferred
- Intermediate skill with MS Office suite

### Nature and Scope

- **Contacts:** Beyond connections with P+RS colleagues, the incumbent has regular contact with campus groups and off-campus suppliers to maintain and develop positive customer relationships and beneficial vendor relations. The incumbent also maintains excellent relationships with colleagues from other institutions to gather best practices and share information related to providing the best service possible to the campus community.
- **Level of Responsibility:** For the areas under their oversight as outlined above and in collaboration with their manager, the Production Manager is responsible for the overall financial and service performance, and for meeting the strategic goals and the revenue, profitability and efficiency targets set for their areas of responsibility. Staffing for this area includes multiple full-time staff members, temporary contract staff, and casual/student staff members.
- **Decision-Making Authority:** Responsible for all operational decisions related to production including, but not limited to pricing, promotions, ordering and prioritization of work for entire team. Errors are directly linked to lost revenue.
- **Physical and Sensory Demands:** This position requires exertion of physical sensory effort resulting

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in slight fatigue, strain or risk of injury. Lifting, bending and stretching is required, in order to load and maintain production equipment and ready print products for distribution.

- **Working Environment:** This position works in a typical production/distribution environment. There may be unusual hours or schedules, extended weekend hours, or weekday extended hours with varying volumes of work at different times of the year. Some travel may be required. Position may require flexibility to occasionally shift working hours in order to meet deadlines.