#### Trent University LogoEXEMPT JOB DESCRIPTION

**Job Title:** Manager, Campus Print and Logistic Services

**Job Number:** X-254 | VIP: 1059

**Band:** EXEMPT- 7

**NOC:** 0125

**Department:** Print & Post, Financial Services

**Supervisor Title:** Associate Vice President, Finance

**Last Reviewed:**  June 24, 2021

#### **Job Purpose:**

The Manager of Campus Print and Logistics Services oversees all aspects of Trent University’s Print and Promotional division, Durham Satellite Print & Post, Campus Store contract and Campus Shipping and Receiving Center. The primary function is to provide operational support to the University and enhance student and community life. Key aspects of position include:

* Manages relationships with Print Shop’s internal and external clients with the intent to increase business revenue and support the University with printing, supplies and other needs.
* Acts as the University’s liaison to the Trent Campus Store. Including contract management, liaise between Campus Store and faculty, assist Campus Store with system implementation and encourage student and Campus Store interaction.
* Oversees the Logistics for the University, including mail, campus deliveries, shipping and receiving.
* Supports the University with processes and production capabilities to reduce costs, increase revenues and mitigate risk with respect to these services.

The Manager consults on the day-to-day functions of Campus Print and Campus Shipping and Receiving. The Manager monitors and oversees financials, ensures transparent communication regarding all aspects of the portfolio, and provides mechanisms for consultation and issue resolution. In addition to overseeing this portfolio, this position is also responsible for the direct management and supervision of 6 full time staff.

#### Key Activities:

***General Operations Oversight (applicable to Campus Print, SRC, and Campus Store):***

1. Oversees portfolio operations, ensuring deadlines are met, and the campus community is supported.
2. Reviews and approves changes to pricing structures (print shop, courier services), operating hours, communications and websites.
3. Elevates client services (internal and external) to encourage repeat business and attract new opportunities, including implementation of new services and processes.
4. Oversees equipment and vehicle maintenance and cleaning schedules.
5. Manages budgets, financial performance and financial planning.
6. Develops, monitors and oversees annual budget of sales and expenses.
7. Monitors financial performance on a monthly basis.
8. Develops, monitors and maintains a three-year business plan, updating regularly as needed.
9. Prepares, completes and submits to Financial Services month end reports, including:

* Interfaces for finance, both internal and external sales;
* Interfaces for courier and postage
* Report on deposits; and
* Reconciliation of Moneris and PCard transactions.

1. Oversees staff, training and professional development.
2. Hires, trains and manages portfolio’s staffing.
3. Supervises staff, which includes training of employees, setting of goals and evaluating success through regular performance appraisals, approving vacation, medical and compassion requests, as well as providing Human Resources with monthly attendance reports.
4. Ensures appropriate staff training takes place including health and safety compliance and other appropriate legislation.
5. Works with staff to develop a customer service approach.
6. Encourages and supports opportunities for professional development.
7. Engages in University wide initiatives.
   1. Serves as a contributing member and/or advisor on university committees as needed, including the Ancillary Management Group, and the Operations Management Group.
   2. Collaborates with other student services and departments as appropriate in order to ensure support for the campus and the students.
   3. Upon request, produces ad hoc reports, proposals and other information for the AVP Finance, Vice President Finance and Administration, and the Trent University community.

***Print Shop:***

1. Oversees Campus Print and Promotional, to ensure that expectations are being met and internal controls are in place.
2. Develop and manage Campus Print and Promotional and satellite operations in Durham. Oversight on Symons Campus and Durham Campus.
3. Directs workflow of the print shop. Assist the Print Shop Coordinators to prioritize, schedule orders and ensure deadlines are met.
4. Oversees and evaluates print shop equipment and machinery. Provides recommendations for equipment efficiencies and cycling of machinery. Consult with education sector colleagues, supplier representatives, equipment manufacturers and technical publications to maintain a current knowledge base of equipment, software applications, and print/colour trends.
5. Administers contract for 60 plus convenience copiers across Peterborough and Durham campuses. In conjunction, oversees two different applications including networked and Papercut.
6. Directs the promotional product division and oversees relationships between vendor and University.

***Campus SRC:***

1. Oversees the Shipping Receiving Centre (SRC), to ensure that expectations are being met and internal controls are in place.
2. Develop and manage the SRC on East Bank.
3. Develop and implement processes that will ensure enhanced financial internal controls, adherence to procurement policies and legislative compliance.
4. Oversee the package life cycle from delivery to receipt.
5. Develop delivery schedule of materials, mail and print jobs across campus.
6. Develop and implement tracking process of inbound shipments.
7. Oversee both the Postage and UPS function.
8. Work with various vendors to establish delivery/pick up schedules.
9. Preparation, completion and submission of month end reports.
10. Oversees and evaluates equipment, machinery and the vehicle fleet. Provides recommendations for equipment efficiencies and cycling of machinery. Consult with supplier representatives, equipment manufacturers and technical publications to maintain a current knowledge base of equipment and software.

***Campus Store:***

1. Work in conjunction with senior administration to develop strategic direction for the bookstore.
2. Liaise with external vendor manager regularly to maintain and exceed customer service standards.
3. Advises and provides recommendations to the AVP and VP of Finance and Administration the needs of the Trent Campus Store
4. Develops leading edge strategies to accommodate and encourage advances and changes to the industry.
5. Explores new retail opportunities and partnerships to increase revenue generation.
6. Negotiates and oversees contracts with vendors as required.

#### Education Required:

Honours University Degree (4 year) in a Business related field

#### Experience/Qualifications Required:

1. Minimum of 5 years of business experience with strong preference for Public Sector experience.
2. Minimum 3 years in a supervisory role.
3. Extensive experience in print production. Demonstrated ability to exercise good judgement, creativity, initiative and sound decision-making in managing print and promotional services.
4. Strong working knowledge of logistics and process systems and contract management.
5. Excellent verbal, written and cross-cultural communication skills, including marketing, meeting management, and stakeholder engagement. Innovative approach to consultation and transparency.
6. Demonstrated financial management and budget planning expertise.
7. Demonstrated commitment to customer service and building relationships.
8. Ability to interact and work with a wide variety of individuals, with a demonstrated appreciation and application of diversity and equity principles.
9. Exceptional time management and organizational skills.

#### Supervision:

Direct Responsibility for the Work of Others:

* Print Coordinators (2)
* Print Shop Operations Assistant
* Logistics Coordinator
* Logistics Agents (2)

Indirect Responsibility for the Work of Others:

* Campus Bookstore Manager
* Durham Print & Post

**Job Evaluation Factors:**

**Analytical Reasoning**

* Manager must possess the ability to analyze facts and the business environment to apply effective problem solving techniques and priority setting skills.
* Manager is required to manage the different portfolio stakeholders needs. Managing the relationships between the University, its members and the community requires critical thinking and strategic proficiency.
* Manager must review processes and controls to ensure the portfolio is being strategic in their direction of doing business. Are resources being used effectively? Is risk being mitigated? Is the reputation of the organization being considered?

**Decision Making**

* The Manager engages with the end user to clearly understand their requirements and uses analytical reasoning to develop weighted criteria ensuring the right end result for the particular projects and products. The Manager works with end users who are subject matter experts with little understanding of the production process.
* Manager makes decisions regarding $1M in budget revenues and expenditures including staffing, maintenance, equipment and resources.
* Responsible for all planning of work, formulation of work plans and strategies.
* Determine if project requires the inclusion another department to provide resources or assistance.
* Decides based on resources and other external forces how processes will be executed. Ie: Campus Delivery – is it safe regarding weather, is it necessary, are staff being put in risk situation?

**Impact**

* Print Shop:
  + Operates on an ancillary budget. Any errors in judgement or mishandling of funds will result in a direct loss for the University. Poor quality or poor management will have a negative impact on the materials being produced for the University.
  + Requires high level of confidentiality. If this is breached or sub standard this will impact reputation and trust of the campus and community.
  + Exams and marking of such depend on accuracy and attention to detail. If there are errors in judgement or performance, this will have a significant negative impact on the student, faculty and the institutional reputation.
  + Promotional division: supports in-house revenue generation and enhanced use of OECM contracts. Reduction of costs across the departments for the promotional materials.
* SRC:
  + Working with mail under federal jurisdiction. Failure to adhere to the federal guidelines and result in legal issue.
  + Accepting and shipping materials must be done under the policies and procedures laid out by the University and other agencies. Mishandling, errors in procedure may result in a safety, legal or financial issues.
* Campus Store
  + Managing a 4M contract. Successful contract management provides a contribution to the operating budget in the way of commission.
  + Collaborating with Follett helps Trent ensure that the Campus Store is working under the reputation of Trent.

**Communication**

Internal:

* Senior Administration: strategic planning, financial planning.
* Departments: discussing orders, reviewing charges, project planning.
* Faculty: discussing orders and charges, courier packages
* Faculty: jobs, assisting with creation of jobs and advice
* Faculty: bookstore issues and adoptions
* Students: counter service, completion of jobs, mail service
* Marketing and Communication
* Other departments: Facilities, Purchasing, Student Affairs, Housing, Liaison, Risk Management and more. Help with project materials, marketing materials, shipments and multi department initiatives.

External:

* External Clients: variety of different services ranging from mail services, courier services, printing, copying, large format printing and finishing services.
* Bookstore Manager: bookstore issues and adoptions
* Follett (Vendor for Bookstore): contract issues, supply issues and customer initiatives.
* Purchasing Directors - local publicly funded institutions – school boards, hospitals, municipal offices, Ontario Universities and Colleges – providing printing services and collaborating on printing opportunities.
* Suppliers, Contractors and Vendors: Facilitating promotional orders, machinery upgrades and fleet management, ordering supplies, booking maintenance for machinery, negotiating new machinery purchasing.

**Motor/ Sensory Skills**

* Visual
  + ability to interpret body language and respond appropriately to internal and external contacts. Used during presentations and general exchange of information.
  + Need to review proofs and colours of print jobs. Need to monitor output for quality or shift in imaging.
  + Verify that machines are still running – looking for output, power on, etc.
* Hearing
  + Ability to hear and respond appropriately to internal and external contacts.
  + Active listening.
  + Ability to monitor machinery.
* Motor skill
  + Hand truck to move pallets, moving of carts for paper and print jobs. Replacing toners and consumables in the printing machines.
  + Process of ‘weeding’ vinyl which requires small precise movement of small blade and hand movements).
  + Laying down large format: use of squeegee, premask and hand movements.
* Dexterity:
  + Data entry, computer use (email, communications, programming of equipment)
  + Required computer skills for software and administrative duties.
  + Finishing services: cerlox binding (need to punch using a piece of machinery and then insert plastic comb), laminating, collating, tab insertion, folding, and stuffing.

**Effort**

Mental:

* Ability to move from one task to another rapidly and accurately.
* Prioritization – establish priorities between projects and daily emergencies.
* High level of responsiveness to a wide range of issues.
* Ability to develop budgets with accurate forecasting and then to manage.
* Ability to work with a potentially volatile clients to ensure operations and support
* Sustained attention - Required for billing jobs, financial reporting. Graphic design layouts for clients, departments, etc.
* Focus - Laying software (ordering, tracking etc.) and maintaining the database.
* Strategic planning.
* Ability to work in fast paced, demanding, multi layered and deadline driven environment.

Physical:

* Long hours
* Requires physical stamina
* Lifting, standing, reaching.

**Working Conditions**

Physical:

* Noise: The print shop is a hub of activity with machines running constantly.
* Smell: Fumes from machinery and from neighbouring department Facilities Management
* Temperature

Psychological:

* Lack of control over work load.
* Multiple competing deadlines and expectations. Priorities established outside of departments.
* Lack of resources.
* Potential for public scrutiny.
* Multi faceted projects that all require same priority.
* Time pressures: Dealing with constant deadlines that fluctuate. Dealing with customers and their ‘emergencies’.
* Multiple Competing Demands: Being responsible for a multitude of different departments.
* Dealing with confrontational people.
* Resources – a lack of backfill staffing to cover for extended sickness and vacation is ongoing and constant strain on departments