



Career Service Authority

Graphics Supervisor

Page 1 of 5

GENERAL STATEMENT OF CLASS DUTIES

Performs first-line supervision work over employees in the operations of a full service signage shop or printing facility.

DISTINGUISHING CHARACTERISTICS

The Graphics Supervisor is distinguished from the Operations Supervisor, which supervises non-supervisory and/or working supervisory employees involved in the operation, construction, maintenance and/or repair of City facilities and infrastructure or in the collection and disposal of solid waste.

Guidelines, Difficulty and Decision Making Level:

Guidelines are in the form of stated objectives for the section, unit, function or project.

Work assignment is generally unstructured and employee is responsible for assigning and supervising a variety of functions to achieve the objectives of the section, unit or project. Duties performed involve weighing and evaluating factors requiring judgment, analytical ability and problem solving.

Employee is responsible for simultaneous coordination and supervision of several functions, programs or projects in various stages of completion.

Level of Supervision Received and Quality Review:

Under managerial direction, the employee has personal accountability for carrying out the work objectives of an organizational unit or section within the scope of established guidelines and the mission of the agency or department. Employee is expected to resolve problems that arise in the normal course of the work. Work may be discussed with higher-level supervisors and reviewed for soundness of judgment and feasibility of decisions.

Interpersonal Communications and Purpose:

Contacts of a non-prescribed nature involving the negotiation and resolution of non-routine problems encountered and where exceptional degrees of discretion and judgment and specialized knowledge are required in carrying out the programs and policies of an organization.

Level of Supervision Exercised:

Supervises two or more full-time employees who do not supervise.

ESSENTIAL DUTIES

Supervise the daily operations of a full-service signage shop or printing facility.

Implements safety standards and develops procedures to ensure compliance.

Establishes new design standards and/or signage systems, and/or the production of a variety of visual materials.

Develops/modifies work plans, methods/procedures, determines work priorities and develops work schedules to provide adequate staff coverage.

Provides work instruction and assists employees with difficult and/or unusual assignments; encourages innovation.

Assigns and distributes work, reviews work for accuracy, completeness, and timeliness and returns assignments with recommendations/feedback for proper completion.

Conducts hiring interviews and selects candidate(s) for job opening(s).

Resolves work problems encountered during daily operations and determines appropriate solutions; promotes teamwork. Encourages regular communication, informs staff of relevant business issues and their impact on the organization.

Develops the performance enhancement plan, documents performance, provides performance feedback and formally evaluates the work of the employee; provides reward and recognition of proper and efficient performance.

Develops and implements training and development plans and learning opportunities for subordinate staff.

Documents causes for disciplinary action, initiates letters of reprimand, and makes formal recommendations for disciplinary action. Responds to formal/informal employee grievances and prepares written responses.

Prepares and presents budget recommendations for approval; adjust work plans/activities as necessary.

By position, maintains the existing design standards of engineering, within federal/local government guidelines and incorporates general trade practices for signage.

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Any one position may not include all of the duties listed.
However, the allocation of positions will be determined by
the amount of time spent in performing the essential duties
listed above.
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MINIMUM QUALIFICATIONS

Competencies, Knowledge & Skills:

Internal Controls/Integrity - Assures that effective internal controls are developed and maintained to ensure the integrity of the organization.

Oral Communication - Expresses ideas and facts to individuals or groups effectively, makes clear and convincing oral presentations, listens to others and facilitates an open exchange of ideas.

Problem Solving - Identifies and analyzes problems; uses sound reasoning to arrive at conclusions; finds alternative solutions to complex problems; distinguishes between relevant and irrelevant information to make logical judgments.

Written Communication - Expresses facts and ideas in writing in a concise and organized manner.

Technical Competence - Understands and appropriately applies procedures, requirements, regulations, and policies related to specialized expertise i.e. graphic design and a full-service signage operation.

Leadership - Inspires, motivates and guides others toward goals; coaches, mentors and challenges staff, adapts leadership styles to various situations, models high standards of honesty, integrity, trust, openness and respect for individuals by applying these values daily.

Flexibility - Is open to change and new information; adapts behavior and work methods in response to new information, changing conditions or unexpected obstacles; effectively deals with pressure and ambiguity.

Supervising a Diverse Workforce - Is sensitive to cultural diversity, race, gender, and other individual differences in the workforce. Implements diversity policies for subordinate staff; supports opportunities to recruit, develop and retain a diverse workforce; promotes teamwork, acceptance and productivity among diverse persons.

Human Resources Management - Empowers and mentors staff by sharing power and authority; develops lower levels of leadership; shares rewards with staff; ensures staff are appraised, developed, and are otherwise treated fairly.

Interpersonal Skills - Considers and responds appropriately to the needs, feelings and capabilities of others; adjusts approaches to suit different people and situations.

Self Direction - Demonstrates belief in own abilities and ideas; is self motivated and results oriented; recognizes own strengths and weaknesses; seeks feedback from others and opportunities for self-learning and development.

Team Building - Manages group processes; encourages and facilitates cooperation, pride, trust and group identity; fosters commitment and team spirit; works with others to achieve goals.

Decisiveness - Makes sound and well informed decisions; perceives the impact and implications of decisions. Specifies goals and obstacles to achieving those goals, generates alternatives, considers risks and evaluates and chooses the best alternative in order to make a determination, draw conclusions or solve a problem.

Conflict Management - Manages and resolves conflicts, confrontations, and disagreements in a positive and constructive manner to minimize negative personal impact.

Client Orientation - Anticipates and meets the needs of clients; achieves quality products; is committed to improving services.

Knowledge of general trade practices and traffic codes sufficient to be able to design and fabricate pedestrian, vehicular, and airfield signage.

Knowledge of supervisory principles and practices sufficient to be able to perform all elements of full formal supervision i.e. employee performance enhancement plan and evaluation, grievances, budgeting, determine priorities, problem resolutions, etc.

Skills in applying existing guidelines or creating new approaches to the development and modification of work plans, methods/procedures for the work unit or function.

Skill in prioritizing and scheduling work to allow for its efficient and effective completion.

Skill in reviewing work for accuracy and completeness.

Physical Demands:

Standing: Remaining on one's feet in an upright position.

Talking: Expressing or exchanging ideas by means of spoken words.

Hearing: Perceiving the nature of sounds by the ear.

Color Vision: Ability to distinguish and identify different colors.

Far Acuity: Ability to see clearly at 20 feet or more.

Near Acuity: Ability to see clearly at 20 inches or less.

Working Environment:

Exposed to odorous chemicals.

Subject to varying and unpredictable situations.

Subject to many interruptions.

Education Requirement:

Graduation from high school or possession of a GED Certificate required.

Experience Requirement:

Three years of experience designing and fabricating signs or three years of printing experience of which of two years must be experience in operating a variety of printing, copying and bindery equipment and familiarity with production scheduling.

Education/Experience Equivalency:

Additional appropriate education may be substituted for the minimum experience requirement, except for the 1 year of experience designing and fabricating signs or printing experience with production scheduling.

Licensure and/or Certification:

Possession of a valid Colorado Class "R" Driver's License at the time of application.

Must complete the CSA supervisory development series training by the end of probation.

CLASS DETAIL

FLSA CODE: Exempt

ESTABLISHED DATE: 12/01/2000

REVISED DATE: 05/01/2006

REVISED BY: Hameed Pousti

CLASS HISTORY: The job spec was updated as part of the Graphics class series study conducted in 2006. This includes the update of the content as well as the spec new format.