General Statement of 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 & 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 Communication & 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/modify 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 goals, documents performance, provides performance feedback and formally evaluates the work of the employee; provides reward and recognition for proper and efficient performance. Assists staff to achieve performance standards and identifies opportunities for continual improvement to performance standards.

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.

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.

### Competencies

Coaching - Provides others with clear direction, motivates, and empowers. Recruits staff of a high caliber and provides staff with development opportunities and coaching.

Delivering Results - Sets high standards for quality, quantity, and timelines. Focuses on customer needs and satisfaction. Consistently achieves project goals

Influencing - Collaborates with, persuades and influences others.

Interpersonal Skills - Shows understanding, friendliness, courtesy, tact, empathy, cooperation, concern, and politeness to others and relates well to different people from varied backgrounds and different situations.

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.

Technical Competence - Uses knowledge that is acquired through formal training or extensive on-the-job experience to perform one's job; works with, understands, and evaluates technical information related to the job; advises others on technical issues.

### Knowledge & Skills

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

### Education Requirement

Graduation from high school or the possession of a GED, HiSET or TASC Certificate.
Experience Requirement

Three (3) 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 requirements.

Licensure & Certification

By position, requires a valid Driver's License at the time of application.

Licenses and certifications must be kept current as a condition of employment.

Working Environment

Potential exposure to odorous chemicals.
Subject to varying and unpredictable situations.
Subject to many interruptions.
Subject to traffic, roadways, and pedestrians.

Level of Physical Demand

1-Sedentary (0-10 lbs.)

Physical Demands

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

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.
Lifting: raising or lowering objects weighing no more than 10 pounds, from one level to another.

Background Check Requirement

Criminal Check
Employment Verification
By position, Motor Vehicle Record

Assessment Requirement

Professional Supervisor

Probation Period

Six (6) months.
Class Detail

Pay Grade: A-807
FLSA Code: Y
Management Level: 7
Established Date: 9/21/2018
Established By: Lori Schumann
Revised Date:
Revised By:
Class History: