



## Manager, Mail & Printing Services

<b>Job Code</b>	20000062	<b>Job Family</b>	Manager/1st Level leader	<b>Leader</b>	
<b>Department</b>	Communications & Marketing	<b>Reports to</b>	Comm Mrktng & Bus Rdns Director	<b>Union Status</b>	Non-Represented
<b>FLSA Status</b>	Exempt	<b>Pay Grade</b>	2056		
<b>Last Updated</b>	8/29/2022				

### Accountability for Workplace Culture

Our PUD values are at the center of our culture. Putting the safety, health, and well-being of our communities and those we work with is valued above all else and everyone on Team PUD must meet this commitment daily. Nothing we do in achieving our Mission is worth a single injury, and all who interact with us must feel they are valued and welcomed as individuals.

Everyone on Team PUD, in all positions, is accountable for achieving this safe and welcoming culture by:

1. Taking full ownership for the safety of themselves and their coworkers, while ensuring everyone feels valued and welcomed.
2. Taking action to identify and eliminate their own and others' at-risk behaviors, including the behaviors that may undermine another's feelings of being welcomed and valued.
3. Following all safety rules and regulations and ensuring the PUD's expectations for conduct and respect are maintained.
4. Openly sharing near-misses, safety learning opportunities, and ways we can learn to be a more welcoming place while encouraging others to do the same.
5. Utilizing Stop Work Authority to intervene with anyone, anytime, in any place.
6. Intervening or seeking guidance to stop actions that are harmful to the wellbeing, health, or sense of belonging of others, and which are detrimental to our PUD values.

## Job Summary

Manages the planning and organization of the District's internal and external mail management to keep the organization connected with each other and its customers. Manages the customer billing printing/processing, offset printing operation and digital copier technology for quick and efficient service. Evaluates and implements technology advancements for business process improvements and acts as budget coordinator/processor for greater division.

## Accountabilities

### Accountability #1

Deliver excellent customer experiences through reliable, dependable, predictable service by overseeing team members who deliver high quality delivery of mailing and printing services allowing the District to provide efficient billing to the District and its customers increasing the positive regard customers have of their utility. Additionally, team provides fast, quality service to teams around the District for all their printing and mailing needs. This includes managing and evaluating the performance of assigned staff in the many responsibilities they are responsible for in keeping mail coming in out, particularly our customer communications. including providing coaching, positive recognition and discipline to keep team members connected and learning. Provides opportunity for employee development and training as appropriate and similar responsibilities.

### Accountability #2

Deliver exceptional value to our customers through continual improvement and innovation by keeping current on postal regulations and the impact they can have on the Districts budget as well as opportunities for savings wherever possible contributing positively to the bottom line. Ensures that District technologies are in compliance with the US Postal Service regulations and maximum postal discounts and production process proficiencies are met. Keeps up-to-date and informed on current technology in the printing industry, how it is evolving and the ways the District can benefit through making changes in order to best serve our customer base and similar responsibilities.

### Accountability #3

Demonstrate powerful partnership that reflects an understanding of community and customer needs by working proactively to reach out to work groups across the District to help with their mail and printing needs and establish strong connections. Works as a positive and active member of committees, groups and teams as well as working productively independently and similar responsibilities.

### Accountability #4

Deliver exceptional value focused on clearly defined priorities and tradeoffs by acting as lead on overseeing full Corporate Communications division budgeting. Works with all employees of division to

understand budgeting needs and track spending keeping director and others proactively informed and similar responsibilities.

**Accountability #5**

Deliver exceptional value to our customers through fiscally responsible planning and management by conducting cost effectiveness studies and prepares status reports for mail, reprographics, copy management and forms control to provide top quality products and services at the best price and similar responsibilities.

**Accountability #6**

Demonstrate outstanding value relative to cost to our customers by managing the analysis, development, implementation, purchase and maintenance of the District's fleet of satellite copiers and fax machines while monitoring the technology and performance so to maximize savings, efficiency and need and similar responsibilities.

**Accountability #7**

Demonstrate continual improvement that delivers outstanding value to our customers by developing, recommending, and effectively managing budget/s, identifying, evaluating, and recommending resourcing options that reflect appropriate prioritization and tradeoffs between cost and quality results, determining and realizing opportunities for improved efficiency and effectiveness, and similar responsibilities.

**Accountability #8**

Create a culture of caring, mutual respect and trust that empowers current and future employees to do their best work for the benefit of our team members, customers, partners and stakeholders by providing employees opportunities to develop, supporting employees through change, hiring the right person for the right job, recognizing employee performance and achievements, being open to receiving, feedback from our employees and working daily to ensure a more equitable and inclusive environment, and similar responsibilities.

**Accountability #9**

**Accountability #10**

## Minimum Qualifications Note

The minimum qualifications listed below are representative of the knowledge, skills, and abilities needed to perform this job successfully, as described in the Accountabilities. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential Accountabilities (duties and responsibilities) of this position. If you need assistance and/or a reasonable accommodation due to a disability during the application or recruiting process, please contact Human Resources at [HRRecruiting@snopud.com](mailto:HRRecruiting@snopud.com), or by phone at 425-783-8655.

## Qualifications – Education and Experience

### **Minimum Required Education and Experience:**

Bachelor's Degree in Graphic Communications, Business Management, Leadership, or related field, AND

Two (2) years of experience in the printing field;

OR

Six (6) years of experience in the printing field.

### **Preferred Education and Experience:**

## Qualifications – License(s) and/or Certification(s)

### **Minimum Required License(s) and/or Certification(s):**

### **Preferred License(s) and/or Certification(s):**

## Qualifications – Skills and Abilities

### **Minimum Required Skills and Abilities:**

Project management, negotiation, relationship building/partnering, and conflict management/mediation.

Business concepts/theories/practices and cost-benefit analysis.

Financial and budgeting processes.

Contract and purchasing procedures and administration.

Customer service techniques and practices.

Applicable US Post Office, Federal, State, Local and District rules and regulations.

Computer application for word processing, desktop publishing, spreadsheets and data processing.

Safety issues and hazards of the mail, printing and micrographics work area.

Desk top publishing and Direct to Plate concepts.

Finishing and bindery concepts associated with the printing industry.

Micrographics systems.

Forms control.

Concepts of graphic design.

Offset Printing, Digital Copying, High Speed Laser Printing and High Speed Inserter technology.

Supervise, coach and assist staff in development of skills.

Build and manage effective teams and facilitate alignment with District goals and objectives.

Communicate and work effectively, both orally and in writing, with various levels of the organization, outside agencies, and customers.

Interpret and apply District directives, policies and procedures.

Use independent and discretionary judgment.

Effectively coordinate a variety of activities.

Analyze business and technical issues and describe alternative approaches.

Understand current mailing technology and communicate effectively with the United States Postal Service.

Use computers and associated software.

Use problem-solving communication techniques to resolve conflict and help build positive working relationships.

Manage production.

Solve production problems and make minor equipment repairs.

Manage confidential information.

### **Preferred Skills and Abilities:**

## Competencies

The following competencies describe the cluster of behaviors associated with job success in the job group identified as “Leader” at the Manager level.

- Adaptability
- Aligning Performance for Success
- Building Customer Relationships
- Building Talent
- Coaching
- Communication
- Continuous Improvement
- Continuous Learning
- Courage
- Creating a Culture of Trust
- Creating an Inclusive Environment
- Customer Focus
- Delegation and Empowerment
- Driving for Results
- Driving Innovation
- Emotional Intelligence Essentials
- Empowering Decision Making
- Execution
- Guiding Team Success
- Initiating Action
- Inspiring Others
- Leveraging Feedback
- Positive Approach
- Professional Knowledge and Aptitude
- Selecting Talent
- Stress Tolerance
- Technology Savvy

## Physical Demands

Physical Demands List	Frequency
Sit	Constant (67-100%)
Walk	Occasional (11-33%)
Stand	Occasional (11-33%)
Drive	Occasional (11-33%)

Work on ladders	Seldom (1-10%)
Climb poles or trees	Never
Work at excessive heights (note heights in open text box below)	Never
Twist	Occasional (11-33%)
Bend/Stoop	Occasional (11-33%)
Squat/Kneel	Occasional (11-33%)
Crawl	Seldom (1-10%)
Reach	Occasional (11-33%)
Work above shoulders (note specific activity in open text box below)	Seldom (1-10%)
Use Keyboard /mouse	Constant (67-100%)
Use wrist (flexion/extension)	Seldom (1-10%)
Grasp (forceful)	Constant (67-100%)
Fine finger manipulation	Constant (67-100%)
Operate foot controls	Occasional (11-33%)
Lift (note weight in open text box below)	Never
Carry (note weight in open text box below)	Never
Push/Pull (note specifics in open text box below)	Never
Work rapidly for long periods	Frequent (34-66%)
Use close vision	Constant (67-100%)
Use distance vision	Constant (67-100%)
Use color vision	Constant (67-100%)
Use peripheral depth perception	Constant (67-100%)
Speak	Constant (67-100%)
Hear	Constant (67-100%)

**Additional Physical Demands not listed above and associated frequency below.**

## Mental Demands

### Communication

Communication	Frequency
Understand and carry out simple oral instructions	Frequent (34-66%)
Understand and carry out complicated oral instructions	Frequent (34-66%)
Train other workers	Constant (67-100%)
Work alone	Frequent (34-66%)
Work as a member of a team	Constant (67-100%)
Follow standards for work interactions	Constant (67-100%)
Write communications for clarity and understanding	Frequent (34-66%)

Speak with clarity with others	Constant (67-100%)
<b>Comprehension</b>	<b>Frequency</b>
Read and carry out simple instructions	Frequent (34-66%)
Read and carry out complicated instructions	Frequent (34-66%)
Retain relevant job information	Constant (67-100%)
<b>Reasoning</b>	<b>Frequency</b>
Read and interpret data	Constant (67-100%)
Count and make simple arithmetic additions and subtractions	Frequent (34-66%)
Use intermediate and/or advanced math	Frequent (34-66%)
<b>Organization</b>	<b>Frequency</b>
Plan own work activities	Constant (67-100%)
Plan work activities of others	Constant (67-100%)
Direct work activities of others	Constant (67-100%)
<b>Resilience</b>	<b>Frequency</b>
Work under pressure	Constant (67-100%)
Work for long periods of time	Frequent (34-66%)
Work on several tasks at the same time	Frequent (34-66%)

**Additional Mental Demands not listed above and associated frequency below.**

### Work Environment

<b>Environmental Conditions List</b>	<b>Frequency</b>
Exposure to weather	Seldom (1-10%)
Wet and/or humidity	Never
Atmospheric conditions	Never
Confined/restricted working environment	Never
Vibratory Tasks – High	Frequent (34-66%)
Vibratory Tasks – Low	Frequent (34-66%)

**Additional Environmental Conditions in this job not listed above and the associated frequency below.**

<b>Risk Conditions List</b>	<b>Frequency</b>
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Exposure to Heights	Never
Exposure to Electricity	Never
Exposure to Toxic or Caustic Chemicals	Seldom (1-10%)
Working with Explosives	Never
Exposure to Radiant Energy	Never
Extreme Cold	Never
Extreme Hot	Never
Proximity to Moving Mechanical Parts	Frequent (34-66%)
Noise Intensity	Frequent (34-66%)
Exposure to animals	Never
Working with angry customers	Occasional (11-33%)

**Additional Risk Conditions present in this job not listed above and the associated frequency below.**

### On-Call Status and Frequency

**On-Call is required.**

- Yes
- No

**On-call activities and frequency.**

### Work Location

**The primary assignment for this position is:**

- Remote
- Office Hybrid
- On-Site
- Field/Job Site

While this description has provided an accurate overview of responsibilities, it does not restrict management's right to assign or reassign duties and responsibilities to this job at any time. This position description is designed to outline primary duties, qualifications, and job scope, but not limit our

employees or the organization to complete the work identified. In order to serve our customers best, each employee will offer their services wherever and whenever necessary to ensure the success of the District in serving our customers, to further the safety, health, and inclusivity of employees and the public, and achieve expectations of the District overall, while also remaining flexible in recognition of the employee's wellbeing.