

## **PRODUCTION AND MAIL SERVICES SUPERVISOR**

### **DEFINITION**

Under general supervision, provides day-to-day coordination and supervision of assigned staff and performs specialized work related to providing copy, production, mail, and temporary clerical support for the Judicial Council; performs related work as assigned.

### **CLASS CHARACTERISTICS**

This supervisory-level class is responsible for ensuring that quality copy and production services, mail distribution, and temporary clerical support are provided for the Judicial Council. The incumbent supervises assigned staff, with effective authority for their selection, retention, and training and development and with responsibility for day-to-day supervision, evaluation, motivation, and discipline of employees. The incumbent also independently performs a variety of work associated with the operation of the Judicial Council copy, production, and mail center.

### **EXAMPLES OF DUTIES** (*illustrative only*)

- Plans, organizes, assigns, supervises, reviews, and evaluates the work of assigned staff.
- Recommends selection of staff; trains staff and provides for their professional development; administers discipline as required.
- Develops and coordinates shift schedules, ensuring availability of staff and quality work production; maintains leave and attendance records for assigned staff.
- Provides for processing and timely distribution of all agency incoming and outgoing mail.
- Ensures the efficient processing of communications through the agency's major fax systems.
- Consults with clients on issues related to their needs and work requests.
- Oversees the maintenance of the Judicial Information System, the Judicial Council's primary source for mailing addresses, phone numbers, and biographies of all California judges.
- Coordinates data entry, word processing, and transcription services; ensures availability of temporary clerical support as needed for all Judicial Council units and at various conferences.
- Provides for printing, final production, and statewide distribution of major reports and other written materials.
- Coordinates maintenance of a number of the agency's central files, including local rules, state rules, state forms, and communications archives.
- Oversees the production and update of the Judicial Roster (a comprehensive listing of California judges, commissioners, and referees) in both hard copy and electronic versions.
- Interfaces with vendors to ensure quality of service provided to the agency and resolve concerns related to equipment and mail delivery.

- Develops and updates written guidance that provides information and suggestions for staff using the agency's copy, production, and mail services.
- Prepares periodic and special reports.
- Responds to requests and complaints from staff and clients.
- May be required to use a vehicle to transport equipment, supplies, and people to meetings and conferences off-site.

### **WORKING CONDITIONS**

Must be available to work overtime and on weekends and holidays.

### **QUALIFICATIONS**

#### **Knowledge of:**

- Principles and practices of employee supervision, including selection, work planning, performance review and evaluation, and employee training and discipline.
- Copy, production, mail processing, and general clerical practices and procedures.
- Problem-solving and conflict resolution methods and techniques.
- The operation of standard and specialized office equipment.
- Correct business English, including spelling, grammar, and punctuation.
- Record-keeping principles and practices.
- Safety principles, practices, and equipment related to the work.
- The operation of personal computers and the use of specified computer applications, such as word processing and spread sheets.

#### **Ability to:**

- Plan, organize, supervise, review, and evaluate the work of others.
- Use initiative and independent judgment within policy guidelines.
- Organize, prioritize, and coordinate multiple work activities and meet critical deadlines.
- Provide and coordinate copy, production, mail processing, and general clerical support.
- Develop and implement assigned programs, policies, and procedures for an entire organization.
- Use initiative and independent judgment within general policy guidelines.
- Operate personal computers and use specified computer applications, such as word processing and spreadsheets.
- Safely operate a variety of standard and specialized office equipment.
- Lift and move equipment, boxes, etc. weighing up to 60 pounds.
- Communicate effectively in English, orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of the work.

#### **Licenses and Certificates:**

May require possession of a valid California driver's license.

**Education and Experience:**

Equivalent to graduation from high school and three years of experience in mail processing, production copying, and coordinating clerical and office support that included at least one year as a supervisor.

OR

Two years as a Senior Office Technician with the judicial branch.