



Code: 6414

Family: Public Relations and Creative Arts
Service: Operations and Construction
Group: Engineering, Designing, and Structural
Series: Information Technology

CLASS TITLE: MANAGER OF GRAPHICS AND REPRODUCTION CENTER

CHARACTERISTICS OF THE CLASS

Under direction, manages the day-to-day operations of the Graphics and Reproduction Center,(GRC) coordinating the provision of graphics and reproduction services to all City department and to sister agencies, and performs related duties as required

ESSENTIAL DUTIES

- Oversees the development of GRC graphic designs and production of marketing, campaign and promotional materials including, annual reports, brochures, announcements, banners, educational materials, web content, photographs and business cards
- Supervises a staff of skilled tradesman, paraprofessional, and professional staff responsible for creating and producing designs, artistic images, and visual designs to communicate messages in print and electronic media to promote and market city programs
- Supervises technicians in the operation and maintenance high volume, high-speed photocopier equipment, photography software and digital photographic printers to format photos and operate bindery devices to prepare and finish printed materials
- Oversees the work of photographers in the development of photograph images used in City publications and sold to the public and for the Office of the Mayor photographing the Mayor, city officials and other subjects and processing digital images
- Monitors pressman in the operation of offset printing presses used to print multicolor copy from lithographic plates
- Reviews and approves work order requests for GRC services and completed work to ensure the quality of production work is completed in accordance with work order specifications
- Approves the requisition of office supplies, paper stock and printing and photography supplies
- Prepares GRC productivity reports and ensures GRC spending don't exceed budgetary appropriations
- Participates in budgeting and allocating printing, reprographic and photography equipment and supplies and personnel resources for the department
- Serves as a technical liaison on project planning issues to agencies within and outside the department, as required
- Provides advice in the establishment of service goals and standards for the department, as required

NOTE: *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

MINIMUM QUALIFICATIONS

Education, Training, and Experience

- Nine (9) years of work experience in graphics design, commercial artwork, production or print management, of which two (2) years are in a supervisory role related to the responsibilities of the position experience, **OR**

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- Graduation from an accredited college with an Associate's degree in Graphic Arts, Commercial Art, or a directly related field, PLUS seven (7) years of work experience in graphics design, commercial artwork, production or print management, of which two (2) years are in a supervisory role related to the responsibilities of the position experience, **OR**
- Graduation from an accredited college or university with a Bachelor's degree in Graphic Arts, Commercial Art, or a directly related field, PLUS five (5) years of work experience in graphics design, commercial artwork, production or print management, of which two (2) years are in a supervisory role related to the responsibilities of the position experience, **OR**
- Graduation from an accredited college or university with a Master's degree or higher in Graphic Arts, Commercial Art, or a directly related field, PLUS four (4) years of work experience in graphics design, commercial artwork, production or print management, of which two (2) years are in a supervisory role related to the responsibilities of the position experience

Licensure, Certification, or Other Qualifications

- None

WORKING CONDITIONS

- General office environment
- Stressful situations with imposed deadlines
- Reprographics/photocopier high volume production environment
- Exposure to loud noise
- Exposure to cramped, noisy, dirty or unpleasant surroundings

EQUIPMENT

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator)
- Personal computers and peripheral equipment (e.g., desktop computer, laptop computer, hand-held computer, computer terminals, modems, scanner)
- Various printing presses(e.g., small offset, multi-color, large) and peripheral equipment
- Bindery equipment and devices (e.g., large scale laminator, glue/wax machine, dry mount press)
- High-volume, high-speed photocopiers
- Cameras and related photography equipment (e.g., projectors, printers, film processors, digital editing equipment)

PHYSICAL REQUIREMENTS

- No specific requirements

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS**Knowledge**

Considerable knowledge of:

- *publication design and printing
- *applicable computer software packages
- *high volume, high speed photocopier equipment and large scale bindery devices

Some knowledge of:

- *applicable department and City programs, services, organization, and resources
- *methods, practices, and procedures for analyzing and resolving printing and reproduction problems
- management methods, practices, and procedures

Moderate knowledge of:

- geographical locations in the City
- City neighborhoods, community organizations, and leaders

Knowledge of applicable City and department policies, procedures, rules, and regulations

Skills

- ACTIVE LEARNING - Understand the implications of new information for both current and future problem-solving and decision-making
- ACTIVE LISTENING - Give full attention to what other people are saying, take time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- CRITICAL THINKING - Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- MONITORING - Monitor and assess performance of one's self, other individuals, or organizations to make improvements or take corrective action
- MANAGEMENT OF PERSONNEL RESOURCES - Motivate, develop, and direct people as they work and identify the best people for the job
- INSTRUCTING - Teach others how to do something
- SYSTEMS EVALUATION - Identify measures or indicators of system performance and the actions needed to improve or correct performance relative to the goals of the system
- EQUIPMENT SELECTION - Determine the kind of tools and equipment needed to do a job
- TROUBLESHOOTING - Determine causes of operating errors and decide what to do about it

Abilities

- COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences
- SPEAK - Communicate information and ideas in speaking so others will understand
- COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing
- WRITE - Communicate information and ideas in writing so others will understand
- REASON TO SOLVE PROBLEMS - Apply general rules to specific problems to produce answers that make sense
- MAKE SENSE OF INFORMATION - Quickly make sense of, combine, and organize information into meaningful patterns
- REACH CONCLUSIONS - Combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events)

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Other Work Requirements

- INITIATIVE - Demonstrate willingness to take on job challenges
- LEADERSHIP - Demonstrate willingness to lead, take charge, and offer opinions and direction
- ADAPTABILITY/FLEXIBILITY - Be open to change (positive or negative) and to considerable variety in the workplace
- DEPENDABILITY - Demonstrate reliability, responsibility, and dependability and fulfill obligations
- ATTENTION TO DETAIL - Pay careful attention to detail and thoroughness in completing work tasks
- INNOVATION - Think creatively about alternatives to come up with new ideas for and answers to work-related problems
- ANALYTICAL THINKING - Analyze information and using logic to address work or job issues and problems

All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

* May be required at entry.

City of Chicago
Department of Human Resources
January 2012; April, 2025