



THE METROPOLITAN WATER DISTRICT  
OF SOUTHERN CALIFORNIA

## DOCUMENT SERVICES UNIT MANAGER

<b>Group-Section:</b> Business Technology Group - Business Services Section	<b>FLSA Status:</b> Exempt <b>Bargaining Unit:</b> MAPA	<b>Salary Grade:</b> 064 <b>Job #:</b> UM008
---	--	---

### JOB SUMMARY

Responsible for managing all document services for Metropolitan including graphic design, publishing, and production; reprographics; networked graphic systems; photo and video production; technical writing and text processing; electronic forms development; library services; and records management.

### OVERSIGHT

**Supervision Received:** Receives direction from the Business Services Section Manager.

**Supervision Given:** Manages and supervises a staff of managers, professionals, technicians, paraprofessionals, and administrative support.

### JOB DUTIES

1. Oversees graphic design, publishing and production services, reprographic services and satellite copier services, technical writing and text processing, electronic forms development, library services, and records management.
2. Manages the design, implementation, and maintenance of networking graphic systems and photography and video production services.
3. Manages administration of outside vendor services.
4. Conducts periodic assessments of document services functions directly and indirectly through subordinate managers and supervisors and makes recommendations to improve cost efficiency and effectiveness; oversees reengineering effort and cost benefit studies; stays current with laws and regulations affecting document services and changing business practices and technologies; and recommends their application as necessary to Metropolitan.
5. Recommends the development and revision of related Metropolitan policies and procedures.
6. Develops the unit vision, long and intermediate term strategies, and priorities; and develops a business plan that supports the accomplishment of Metropolitan's objectives.
7. Evaluates the performance of the document services functions against the unit's defined performance plan, approved budget, and organizational goals and objectives.
8. Reviews and approves proposed operating procedures and systems; reviews work plans to control costs, balance workloads, anticipate and avoid delays, and meet deadlines; and monitors progress of the business plan and coordinates operational changes.

9. Oversees all staffing plans, personnel actions, and employee relation activities; develops performance measures and ensures they are consistently applied; promotes employee training and development; and responds to complaints and grievances.
10. Oversees the preparation of the annual unit budget; monitors the expenditure activities; approves operating and capital expenditures; and reviews budget variance reports and determines and implements all necessary corrective action.
11. Ensures compliance with local, state, and federal laws, regulations, and requirements; ensures all workplace health and safety policies and procedures are followed; ensures procedures are in place to avoid violations; and implements resulting recommendation from audits.
12. Performs other duties as required.

## **EMPLOYMENT STANDARDS**

### **MINIMUM QUALIFICATIONS**

**Education and Experience:** High school diploma or general education development test and eighteen years of increasingly responsible relevant experience, of which four years must have been in a management or supervisory position shall be in effect until July 1, 2010; or an associate's degree from an accredited college or university and fourteen years of increasingly responsible relevant experience, of which four years must have been in a management, or supervisory position; or a bachelor's degree from an accredited college or university and twelve years of increasingly responsible relevant experience, of which four years must have been in a management or supervisory position; or an advanced degree from an accredited college or university and ten years of increasingly responsible relevant experience, of which four years must have been in a management or supervisory position.

**Required Knowledge of:** Practices, trends, and emerging technologies of document and multimedia development, reproduction, and retention. Current business and organizational management theories and practices; public sector personnel practices and regulations; financial and budgeting concepts, practices, and procedures; management and supervisory concepts and techniques; relevant federal, state, and local laws; negotiation techniques; project management; and relevant document management and multimedia software applications.

**Required Skills and Abilities to:** Manage a diverse workforce; plan, organize, and review the work of subordinates; facilitate cooperation; mentor, develop, and motivate staff; devise long-term planning strategies; exercise judgment and discretion; negotiating contracts; providing excellent customer service; effectively analyze complex document development, management issues, and problems; communicate orally and in writing on administrative and technical topics; establish and maintain collaborative working relationships with all levels within the organization, other agencies, vendors, and contractors; and use standard business applications

## **CERTIFICATES, LICENSES, AND REGISTRATIONS REQUIREMENTS**

### **Certificates**

- None

### **Licenses**

- Valid California Class C Driver License

### **Registrations**

- None

## **DESIRABLE QUALIFICATIONS**

None

## **PHYSICAL DEMANDS/WORK ENVIRONMENT**

The physical demands and work environment characteristics described here are representative of those that must be met or may be encountered by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Physical Demands:** The work is sedentary. Typically, the employee may sit comfortably to do the work. However, there may be some walking; standing; bending; carrying of light items such as paper, books, or small parts; driving an automobile, etc. No special physical demands are required to perform the work.

**Work Environment:** The work environment involves everyday risks or discomforts that require normal safety precautions typical of such places as offices, meeting and training rooms, libraries, and residences or commercial vehicles, e.g., use of safe work practices with office equipment, avoidance of trips and falls, observance of fire regulations and traffic signals, etc. The work area is adequately lighted, heated, and ventilated. May travel to various sites requiring overnight stay.

**Vision Requirements:** No special vision requirements

Job Title: Document Services Unit Manager

Job Code: UM008

Adopted: 03/22/05

Revised: 02/14/17

Supersedes: 04/01/12

Page: 3