



ONSITE MANAGEMENT GROUP

Job Title:	Supervisor	Location:	Toledo, OH
FLSA Status:	Exempt	EEO Classification:	Professional
Reports to:	Ops Manager	Employee Type:	Full-time
Prepared by:	Human Resources	Date Prepared:	January 2, 2015

OMG, LLC is a first class, service oriented organization that delivers value and excellence to our customers while enhancing the community. As such, we strive to demonstrate the following: Excellence in all we do; "Can do" attitude; Teamwork; Openness in communication; Honesty, Integrity and Candor; Positive attitude; Excellent attendance record; Promptness and a Strong work ethic. Our reputation for the highest level of quality and service rests 100% on the efforts of our employees. In order to continue our growth and success, we must constantly look to add high-caliber individuals to our team.

Summary:

The supervisor in this position oversees management of the Print Service Center; Non-production Receiving to ensure high level of customer satisfaction is maintained. Develop and maintain working relationships with OMG staff, client liaison, client employees and related vendors. Coordinate and provide pertinent information and training for client and OMG staff to improve efficiencies in all areas managed. Reports to Operations Manager in the form of written and verbal updates and reports. Must be able to work in a fast paced environment and capable of handling situations of considerable difficulty.

Essential Duties and Responsibilities:

1. Train employee in the proper completion of tasks and lead them to successful goal achievement
2. Forecast needs and establish goals for area of responsibility
3. Allocate resources: people, equipment and time
4. Preparation of volume and management reports
5. Site schedule and payroll summaries
6. Provide written or verbal updates on gained efficiencies and cost savings to OMG or client
7. Monitor site progress and ensure its congruence with established objectives
8. Preparation and review of annual or probationary employee performance reviews
9. Quarterly site performance survey reports
10. Attends OMG management meetings and designated training classes.
11. Responsible to operate all design software and all production equipment.
12. Ensure quality production of projects.
13. Will have a working knowledge of production methods and ensure proper information exchange with existing and prospective clients.
14. Must strive to meet and exceed customer expectations.
15. Maintain production paperwork on a daily basis.
16. Responsible for workflow methods and priorities.
17. Maintain updated Standard Operating Procedures for site
18. Other duties as assigned by supervisor.



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Other Duties:

1. Evaluates and recommends any changes in workflow processes; evaluates and recommends solutions to Senior Management. Assesses need of clients to ensure proper contract requirements. These recommendations are accepted based on research, documentation, and cost justifications.
2. Assists in consulting responsibility for the other sites and would have input on subjects proficient in.
3. Approval of staffing and expense management.
4. Approval of workflow, equipment and technology solutions and recommendations.
5. Responsibility for staff and vendor performance in relationship to services.

Qualifications:

- Bachelor's degree in Business Administration or equivalent or any equivalent combination of experience, training and/or education approved by the Operations Director and Human Resources Manager.
- Must possess strong organizational skills.
- Sound judgment.
- Knowledge of Graphic Design Software.
- Ability to communicate effectively with co-workers.
- Ability to read and understand written and oral instructions.
- Ability to organize tasks and times to ensure timely completion of all projects.
- Maintain a close working relationship with Manager, Account Manager and co-workers.
- Working knowledge of Microsoft Word, Excel, Outlook and PowerPoint
- Previous experience in a client service oriented field
- Previous supervisory experience required

Physical Demands

- Fine and/or gross motor skills, including the ability to grasp, lift and/or carry or otherwise move packages on a standard wheeled cart with a load capacity of 100lbs.
- Ability to walk, bend, kneel, stand, and/or sit for an extended period of time
- Manual dexterity required for operating office machinery (phone, copy machines, binding equipment, etc)
- The ability to exert maximum muscle force to lift, push, pull, or carry objects.
- The ability to lift approximately 50lbs. on a regular basis.