

IMPORTANT: DATE STAMP THIS NOTICE AND POST IMMEDIATELY ON ALL BCGEU BULLETIN BOARDS. DO NOT REMOVE UNTIL AFTER THE CLOSING DATE BELOW.

**LEGAL SERVICES SOCIETY
POSTING**

TO: LSS STAFF (cc: BCGEU)
FROM: HUMAN RESOURCES DEPARTMENT
POSITION: SUPERVISOR, PRINT, WEB & MULTIMEDIA
ONE REGULAR FULL-TIME POSITION - VANCOUVER
This position is on the modified work schedule
COMPETITION NO: B071-18
DATE POSTED: July 27, 2018
CLOSING DATE: August 3, 2018
STARTING DATE: ASAP
SALARY: Job Class 19 (\$57,943 - \$66,289)

PRIMARY FUNCTION:

To plan and supervise the publishing, production, distribution and evaluation of public legal education and corporate print, multimedia, promotional items, and web-based materials for the Society.

The following job duties are illustrative examples, and shall not be construed as an exhaustive description of all the work requirements that may be inherent in the job.

DUTIES:

1. SUPERVISE STAFF:

- a) Plan, assign, review, monitor and evaluate the day-to-day work of staff;
- b) Organize and chair staff meetings to allocate and monitor work according to publishing guidelines;
- c) Ensure that section and project meetings take place and are attended by required staff. Participate and contribute (chair as needed) in these and other meetings as required;
- d) Provide day-to-day supervision of staff including attendance management, overtime and training request approvals, scheduling of vacations, modified work weeks and other time off, progressive discipline, and step one grievance response;
- e) Assist staff to obtain necessary resources and professional development to assist them in their regular work and in achievement of strategic objectives;
- f) Resolve problems if disagreements arise and resolve issues that impact project, section and organization success;
- g) Participate in hiring, training, orientation, and development of staff performance and evaluation plans; and
- h) Resolve conflicts and participate in disciplinary meetings as required.

2. DEVELOP AND IMPLEMENT PRINT, WEB & MULTIMEDIA STRATEGIES AND PLANS:

- a) Develop publishing services strategy in relationship to organizational objectives. Develop related strategy documents, assign and manage work related to strategic objectives;
- b) Identify, develop and implement strategies and guidelines for efficient and effective use of technology, desktop, pre-press, printing, web and multimedia publishing resources and distribution systems;
- c) Manage distribution plan and contract;
- d) Facilitate the development and ongoing improvement of business processes and publishing standards and procedures;
- e) Develop overall annual publishing calendar (scope, sequence, budget, resource allocation) based on interviews with managers about their annual requirements and expectations, and the section budget and staff allocated for this work;
- f) Assess section capacity, advise and assist the manager in responding to internal and external requests;
- g) Assess, recommend and assist manager with quality, demand and/or need for change in the use and distribution of materials produced;
- h) Ensure that quality assurance, usability guidelines and evaluation procedures are followed for print, web and multimedia projects;
- i) Conduct vendor and supplier service performance and competitiveness reviews;
- j) Communicate to manager about all issues affecting staff, projects, planning and program implementation, and make recommendations as appropriate;
- k) Develop and implement appropriate evaluation strategy in collaboration with the manager and other stakeholders;
- l) Apply knowledge from web analysis tools and/or other programs to measure and report on the website statistical performance, in collaboration with the section and project stakeholders; and
- m) Identify, analyze, and make recommendations regarding multicultural and multilingual issues affecting print, web, and multimedia products.

3. PROVIDE PROJECT MANAGEMENT:

- a) Develop and implement specific project plans to facilitate timely completion of each project or work including parameters of the project, resource needs, timelines, costs, and roles and responsibilities of team members;
- b) Liaise with department managers/project sponsors, technical writers/editors, graphic designers, outreach coordinators and production staff to allocate work and monitor project schedules;
- c) Contract with external writers, legal reviewers, editors, designers, translators, printers, and other vendors as required for efficient completion of projects and to authorize payment for work completed;
- d) Provide advice on the development, design and operation of databases and other online platforms for the publishing program;
- e) Manage publishing work flow, troubleshoot project scheduling problems through liaison with outside partners and contractors, project sponsors, project teams, and the publishing team;
- f) Provide PLI manager, project sponsors and project teams with regular project status and expense reports;
- g) Provide advice on new tools, changes in delivery of services, publishing process and standards, etc; and
- h) Plan and implement a wide range of multi-task projects.

4. MANAGE SECTION AND PROJECT BUDGET:

- a) Prepare publishing budget for approval;
- b) Manage established annual printing, production, and distribution budget;
- c) Oversee administration of established salary and casual labour budget;
- d) Approve accounts payable up to a maximum of \$5,000; and
- e) Supervise records system.

5. PERFORM OTHER RELATED DUTIES:

- a) Keep informed of developments in publishing, web, and multimedia technology, communication, and web analysis tools; and
- b) Use specialized publishing software and equipment.

QUALIFICATIONS:

Basic requirements

- degree in Graphic Arts, Communications, Publishing, Project Management, Marketing, Multimedia, or similar certification
- minimum 5 years relevant experience as outlined in rated requirements
- minimum 2 years experience supervising a team of writers, editors, graphic designers, multimedia specialists and/or Web Developers
- OR equivalent combination of education/experience

Rated requirements

- extensive knowledge in writing, editing, copywriting, marketing, printing, Web development, multimedia, graphic arts, and/or other creative arts
- knowledge of the English language including rules of composition, grammar, spelling and punctuation
- knowledge of legal language and issues, changes in legislation and research techniques
- knowledge of publishing industry and the print publishing process
- knowledge of contents of publishing style manuals
- knowledge of graphic design and production software and methods for both print and Web
- knowledge of Windows, e-mail, MS word
- knowledge of the Internet and Web site writing/editing
- knowledge of Legal Services Society policies and procedures
- knowledge of budgeting, estimates and forecasts
- knowledge of multicultural and multilingual issues relating to publishing
- ability to supervise, train, schedule and evaluate work of staff
- ability to foster effective working relationships with peers, internal clients and external contacts
- familiarity with contracts and ability to manage contractors and third-party vendors
- ability to function independently under pressure, and ability to meet multiple service demands at the same time
- ability to creatively solve problems
- experience to apply database knowledge on an operational level
- must be competent in Excel and MS Project or equivalent project management software
- must have excellent project management skills and experience in large budget, high-volume environments
- must have demonstrated exceptional written and verbal communication skills combined with excellent interpersonal and leadership skills and ability to work within and foster a team environment
- must have sound planning, organizational, analytical and administrative skills

We offer (based on your employment status and affiliation):

- A competitive salary
- 35 hour work week
- Four weeks paid vacation to start that grows the longer you're with LSS
- An excellent employee benefits package, where premiums are 100% paid by LSS
- Support for training and development
- Pension plan
- An employee and family assistance counseling program
- The opportunity to participate in various Employee programs (Employee Wellness, etc.)
- Generous leave provisions (sick time, special leaves)

- Modified work week/flex time for some positions
- 13 paid statutory holidays

Interested candidates should submit a covering letter, together with a résumé, outlining how their qualifications meet the above position requirements, to:

LEGAL SERVICES SOCIETY
Human Resources Department
Competition no: B071-18
400-510 Burrard Street
Vancouver, BC V6C 3A8

E-mail address: resumes@lss.bc.ca

Please indicate **B071-18, Supervisor, Print, Web & Multimedia**, and whether you are an **internal or external** applicant in the posting in the email **subject line**.

VISIT OUR WEBSITE AT www.legalaid.bc.ca

We would like to thank all external applicants for their interest but regret that only those shortlisted will be contacted. The Legal Services Society is committed to building a skilled, diverse workforce reflective of Canadian Society. We are committed to employment equity and encourage applications from indigenous people, visible minorities, women and persons with disabilities.