



OPEN POSITION ANNOUNCEMENT

ASA 4 – Customer Service Manager

Printing and Media Services

Job Location

Andrew Jackson
Building
500 Deaderick Street
Basement
Nashville, TN 37243

For more information,
contact
DGSHR.Services@tn.gov

Interested candidates
should submit resume
and letter of interest to
DGSHR.Services@tn.gov

Job Class:
Executive

The Tennessee Department of General Services is seeking applications for one ASA4 – Customer Service Manager for the Printing & Media Services Division. The ideal candidate will possess a Bachelor's Degree in Business, Graphic Design or other related field. Minimum of three years of experience within the printing industry required, preferably including at least one year of customer service experience and one year of supervisory experience.

Class starting salary approximately \$36,636 annually

Primary Responsibilities of Position:

- Manages the Administrative Area, including seven people in:
 - Customer Service/Order Entry
 - Procurement and Billing
 - Forms & Publications Approvals
- Ensures all jobs are estimated, entered and scheduled to meet customer deadlines.
- Meets with customers to analyze current forms and recommend more cost effective printing options, including elimination of forms and conversion of forms to electronic format.
- Oversees forms and publications approvals within 24 hours of receipt.
- Oversees billing, procurement, and inventory control.
- Oversees bidding out, renewing and monitoring of agency contracts.
- Promotes our services by speaking at meetings, training sessions and other opportunities.