

Manufacturing Support Specialist

Supports production, business and other processes in a team-based manufacturing environment. Performs activities in a variety of cross-functional areas including production planning and control, total quality management, systems, manufacturing, equipment and facilities engineering, material management and process reengineering. The incumbent may facilitate self-directed work teams, provide training in "core skill" areas to teams and peers and interact with internal and external customers with respect to product planning, problem resolution and process improvement. Incumbents are generally experienced in one or more areas of manufacturing operations.

Level 1		Level 2		Level 3		Level 4	
Manufacturing Support Specialist I		Manufacturing Support Specialist II		Manufacturing Support Specialist III		Sr. Manufacturing Support Specialist	
Knowledge	Limited use and/or application of basic principles, theories and concepts. Limited knowledge of industry practices and standards.	Frequent use and general knowledge of industry practices, techniques and standards. General application of concepts and principles.		Complete understanding and application of principles, concepts, practices and standards. Full knowledge of industry practices.		Contributes to the development of new concepts, techniques and standards. Considered expert in field within the organization.	
Problem Solving	Solves routine problems of limited scope and complexity following established policies and procedures.	Develops solutions to a variety of problems of moderate scope and complexity. Refers to policies and practices for guidance.		Develops solutions to a variety of complex problems. May refer to established precedents and policies.		Develops solutions to complex problems which require the regular use of ingenuity and innovation. Ensures solutions are consistent with organization objectives.	
Discretion/Latitude	Work is closely supervised. Follows specific detailed instructions.	Works under only very general supervision. Work is reviewed for soundness of judgment and overall adequacy and accuracy.		Work is performed under general direction. Participates in determining objectives of assignment. Plans schedules and arranges own activities in accomplishing objectives. Work is reviewed upon completion for adequacy in meeting objectives.		Work is performed without appreciable direction. Exercises considerable latitude in determining objectives and approaches to assignment.	
Impact	Contributions are usually limited to task-related activities. Errors do not typically have a major effect on the organization.	Contributes to the completion of organizational projects and goals. Errors in judgment or failure to achieve results would normally require a moderate expenditure of resources to rectify.		Exerts some influence on the overall objectives and long-range goals of the organization. Erroneous decisions or failure to achieve objectives would normally have a serious effect upon the administration of the organization.		Effects of decisions are long-lasting and heavily influence the future course of the organization. Errors in judgment or failure to achieve results would result in the expenditure of large amounts of company resources.	
Liaison	Contacts are primarily with immediate supervisor and other personnel in the section or group.	Frequent internal company and external contacts. Represents organization on specific projects.		Represents organization as a prime contact on contracts or projects. Interacts with senior internal and external personnel on significant matters often requiring coordination between organizations.		Serves as consultant to management and special external spokesperson for the organization on major matters pertaining to its policies, plans and objectives.	
Work Products (Examples may include but are not limited to)	Responsible for the coordination and completion of all operations deliverables defined in the IPD process and customized by the IPD core team. Acts as the task focal point within operations coordinating plans and schedules with all functional departments within operations.	Represents Operations on the IPD core team, coordinating operations' deliverables as defined in the IPD process and customized by the IPD core team. Communicates current and future process capabilities to the IPD core team. Involved in activities to include process development and transition to production efforts.		Represents Operations on the IPD core team, supporting its strategies by taking action within area of responsibility to ensure the proper execution of project tasks. Plans and schedules identified tasks within operations; quantifying the resources required and enabling functional managers to properly plan the jobs. Establishes cross functional teams to support projects as required. Participates in proposal and bid activity.		Coordinates with the Director of Operations in the development of the Operation's Strategic plans. Represents Operations on any IPD core team assignments in defining strategies key to the success of a defined product and its development. Coordinates operations personnel in the development of proposal and bid strategies. Manage production and development projects by assuring budget and schedule are met.	
Minimum Education and Experience	1+ years of directly related experience with a Bachelor's Degree in Engineering or a related technical field. Basic MS Word, PowerPoint and Excel skills.	3+ years of directly related experience with a Bachelor's Degree in Engineering or a related technical field. Intermediate MS Word, PowerPoint and Excel skills.		6+ years of directly related experience with a Bachelor's Degree in Engineering or a related technical field. Advanced MS Word, PowerPoint and Excel skills.		10+ years of directly related experience with a Bachelor's Degree in Engineering or a related technical field. Advanced MS Word, PowerPoint and Excel skills.	