

Product Support Coordinator: Product Support Coordinator I

Performs tasks in accomplishment of individual repair programs projects and/or segments of complex programs involving repair, maintenance, modification and material requirements determination. Provides support to the material planning and control function. Prepares and monitors material requisitions and material schedules with production schedules. Maintains engineering specifications and production schedules and plans material movement within purchasing, warehouse and production. Creates and generates reports on material plans and schedules. May use material requirements planning (MRP) systems.

Knowledge

Little or no knowledge of the job. Moderate understanding of general job aspects and some understanding of the detailed aspects of the job.

Supervision Received

Close supervision involving detailed instructions and constant checking on work performance.

Consequences of Errors

Errors can be easily and quickly detected within the immediate work unit and would result only in minor disruption or expense to correct.

Contacts

Contacts are primarily within immediate work unit. Contacts involve obtaining or providing information requiring little explanation or interpretation.

Work Products (Examples may include but are not limited to)

Expedite incoming materials through receiving and quality inspection when required. Perform material pick/staging requirements as directed by the Master Production Schedule. Maintain staging records to ensure tracking of lot and serial numbers. Prepare program shortage reports through the purchasing department and expedite procurement of materials and the manufacture of materials. Ensure the completion of Manufacturing and Material Discrepancy Reports by following up on status and expediting when necessary. Perform material expiration recall and inventory cycle counts on a monthly basis and report to the Materials Manager. Monitor material inventories, track progress of production and review factors that affect schedules. Perform data entry for the receiving and issuing of materials in ERP system. Establish and maintain stock locations for all inventory items in ERP system. Request and issue production shop orders, issue charge numbers and release to production floor as directed by production manager/materials manager when requested. Assist in material handling involved in loading & unloading, transporting, temporary storage of materials and utilizing hoists and forklifts when needed. Understand Process and Procedures of support departments; i.e., Doc Control, Eng, QA.

Minimum Education and Experience

High school graduate or equivalent. Minimum 2-3 years of experience working in a manufacturing environment. Must possess good communication skills both written & verbal and be able to communicate well with all levels of the organization. Must be familiar with manufacturing process flow such as work orders, drawings, specifications and expediting. Must possess strong computer skills with working knowledge of MS Word, MS Excel & ERP/MRP system software. Must be able to work in cold environments for extended periods of time, lift 25-50 lbs. frequently and walk, stand and/or climb ladders on a regular basis. This position may require that the person can apply and pass the required criteria to obtain a security clearance. Knowledge of Lean Manufacturing practices, (Kaizen, Kanban).