

Product Support Coordinator: Sr. Product Support Coordinator

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

Extensive knowledge in specialized functions. A wide and comprehensive acquaintance with, and understanding of, both general and specific aspects of the job and their practical application to complex problems and situations ordinarily encountered.

Supervision Received

Minimal supervision. Work may be done without established procedures.

Consequences of Errors

Errors are very difficult to detect and would normally require significant expenditures to resolve.

Contacts

Contacts are frequent with individuals representing outside organizations and/or individuals of significant importance within the company. Contacts involve planning and preparation of the communications, require skill, tact, persuasion and/or negotiation to accomplish the objectives of the communication.

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

Ensure incoming materials are expedited through receiving and quality inspection when required. Ensure the material pick/staging requirements are met 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, and temporary storage of materials, 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 4-5 years of experience working in a manufacturing environment with specific experience with site processes. 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).