

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.

Level 1		Level 2		Level 3		Level 4	
Product Support Coordinator I		Product Support Coordinator II		Product Support Coordinator III		Sr. Product Support Coordinator	
Knowledge	Little or no knowledge of the job. Moderate understanding of general job aspects and some understanding of the detailed aspects of the job.	Full knowledge of the job. Substantial acquaintance with and understanding of general aspects of the job with a broad understanding of the detailed aspects of the job.		Considerable knowledge of the job. Complete acquaintance with, and understanding of, the general and detailed aspects of the job and their practical applications to problems and situations ordinarily encountered.		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	Close supervision involving detailed instructions and constant checking on work performance.	General supervision and instructions given for routine work and detailed instructions given for new activities or special assignments.		Limited supervision. No instructions needed on routine work and general instructions given on new lines of work or special assignments.		Minimal supervision. Work may be done without established procedures.	
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.	Errors may be detected and corrected but may cause moderate loss of time or customer/user dissatisfaction.		Errors may be difficult to detect and would normally result in loss of customer business, material or equipment to resolve.		Errors are very difficult to detect and would normally require significant expenditures to resolve.	
Contacts	Contacts are primarily within immediate work unit. Contacts involve obtaining or providing information requiring little explanation or interpretation.	Contacts are typically with individuals within own department and occasionally with contacts outside own organization. Contacts involve obtaining or providing information or data requiring some explanation or interpretation.		Contacts are frequent with individuals representing other departments and/or representing outside organizations. Contacts involve obtaining or providing information or data on matters of moderate importance to the function of the department or which may be of sensitive nature.		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.	

	Level 1	Level 2	Level 3	Level 4
	Product Support Coordinator I	Product Support Coordinator II	Product Support Coordinator III	Sr. Product Support Coordinator
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).	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).	High school graduate or equivalent. Minimum 3-4 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).	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).