

# Product Support & Supply Chain Specialist: Sr. Product Support & Supply Chain Specialist

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**PRODUCT SUPPORT COORDINATOR:** 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.

**SUPPLY CHAIN SPECIALIST:** Reviews manufacturing, enterprise resource planning and other material requirements based on needs of assembly demands, component replenishments, substitute parts/materials, production set-ups and enterprise supplies. Validates and processes part or material requisitions and engineering change orders. Monitors fulfillment of material requirements. Gathers data from cross-functional representatives to resolve schedule or material requirement problems.

## **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**

Limited supervision. No instructions needed on routine work and general instructions given on new lines of work or special assignments.

## **Consequence of Errors**

Errors may be difficult to detect and would normally result in loss of customer business, material or equipment to resolve.

## **Contacts**

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.

## **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, and temporary storage of materials, utilizing hoists and forklifts when needed. Understand Process and Procedures of support departments; i.e., Doc Control, Eng, QA. MRP/Enterprise Resource Planning Systems. Manufacturing and Supply Chain Processes. Microsoft Office Tools. Coordination of all end item material activity in compliance with policies, procedures and specifications for respective Process Focus Team.

## **Minimum Education and Experience**

Associates Degree in Supply Chain, Business Administration or a related field plus 3-5 years of experience in OPC or Supply Chain. 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).