Product Support & Supply Chain Specialist

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.

	Level 1	Level 2	Level 3	Level 4
	Product Support & Supply Chain Specialist I	Product Support & Supply Chain Specialist II	Product Support & Supply Chain Specialist III	Sr. Product Support & Supply Chain Specialist
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.
Consequence 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 & Supply Chain Specialist I

Product Support & Supply Chain Specialist II

Sr. Product Support & Supply Chain Specialist

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. MRP/Enterprise Resource Planning Systems. Manufacturing and Supply Chain Processes. Microsoft Office Tools. Accountable for assigned work in process materials and assets.

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 manufacturing 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.

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.

Product Support & Supply Chain Specialist III

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. 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.

Level 1 Level 2 Level 3 Level 4 **Product Support & Supply Chain Specialist I Product Support & Supply Chain Specialist II Product Support & Supply Chain Specialist III** Sr. Product Support & Supply Chain Specialist Minimum Education Associates Degree in Supply Chain, Business Associates Degree in Supply Chain, Business High school graduate or equivalent. Minimum 2-3 Associates Degree in Supply Chain, Business and Experience years of experience working in a manufacturing Administration or a related field plus 0-2 years of Administration or a related field plus 3-5 years of Administration or a related field plus 5+ years of environment. Must possess good communication experience in OPC or Supply Chain. Minimum 2-3 experience in OPC or Supply Chain. Minimum 3-4 experience in OPC or Supply Chain. Minimum 4-5 vears of experience working in a manufacturing vears of experience working in a manufacturing skills both written & verbal and be able to years of experience working in a manufacturing communicate well with all levels of the organization. environment. Must possess good communication environment. Must possess good communication environment with specific experience with site Must be familiar with manufacturing process flow skills both written & verbal and be able to skills both written & verbal and be able to processes. Must possess good communication such as work orders, drawings, specifications and communicate well with all levels of the organization. communicate well with all levels of the organization. skills both written & verbal and be able to expediting. Must possess strong computer skills Must be familiar with manufacturing process flow Must be familiar with manufacturing process flow communicate well with all levels of the organization. with working knowledge of MS Word, MS Excel & such as work orders, drawings, specifications and such as work orders, drawings, specifications and Must be familiar with manufacturing process flow ERP/MRP system software. Must be able to work in expediting. Must possess strong computer skills expediting. Must possess strong computer skills such as work orders, drawings, specifications and cold environments for extended periods of time. lift with working knowledge of MS Word, MS Excel & with working knowledge of MS Word, MS Excel & expediting. Must possess strong computer skills 25-50 lbs. frequently and walk, stand and/or climb ERP/MRP system software. Must be able to work in ERP/MRP system software. Must be able to work in with working knowledge of MS Word, MS Excel & ladders on a regular basis. This position may cold environments for extended periods of time, lift cold environments for extended periods of time, lift ERP/MRP system software. Must be able to work in require that the person can apply and pass the 25-50 lbs. frequently and walk, stand and/or climb 25-50 lbs. frequently and walk, stand and/or climb cold environments for extended periods of time. lift required criteria to obtain a security clearance. ladders on a regular basis. This position may ladders on a regular basis. This position may 25-50 lbs. frequently and walk, stand and/or climb Knowledge of Lean Manufacturing practices. require that the person can apply and pass the require that the person can apply and pass the ladders on a regular basis. This position may (Kaizen, Kanban). required criteria to obtain a security clearance. required criteria to obtain a security clearance. require that the person can apply and pass the Knowledge of Lean Manufacturing practices. Knowledge of Lean Manufacturing practices. required criteria to obtain a security clearance. (Kaizen, Kanban). (Kaizen, Kanban). Knowledge of Lean Manufacturing practices, (Kaizen, Kanban).