



DATE: 11/04/2021

POSITION TITLE: Service Center Supervisor

LOCATION (S): Pleasant Prairie, WI

MANAGER: Penny Vander Velden

OBJECTIVE (broad function, scope and purpose for the position)

The Service Center Supervisor is responsible for managing all aspects of the service center by utilizing knowledge of equipment, policies, procedures, and specifications to maintain production schedules and to ensure that the group adheres to all standards and performance requirements.

Supervise the day-to-day operation of the Service Center including training and mentoring of personnel. Be the driver of a customer-centric facility that excels in communication and commands a positive attitude to provide the best possible experience to both internal and external customers.

Act as the first point of contact for sales team for quick ship off the shelf items including plates, gaskets, and specified spare parts. Coordinate same day shipment with shipping vendor when required.

BRIEF DESCRIPTION OF POSITION (outline job duties and responsibilities):

- Create the site's Safety Culture by modeling correct behaviors and develop a continuous improvement mindset.
- Coordinate and support the daily work of the Production area
- Execute agreed upon production plan and report progress
- Utilize capacity planning to determine labor requirements to best manage labor costs
- Close competence gaps by training/ coaching and using Standard Operating Procedures (SOP's) and Job Instructions (JIB's)
- Generate required quality documentation
- Immediately communicate issues with delivery times to affected parties
- Conduct daily work as an operator as needed to meet production goals focused on Safety, Quality, Delivery, Inventory measurements
- Deliver goods to customer with appropriate representation of AGC
- Proficiency in field service and platecheck service to support service team
- Any other tasks as required by management

KEY PERFORMANCE MEASURES

- Productivity vs. Standards
- Delivery Accuracy
- Work Area Cleanliness
- Employee retention



KEY COMPETENCIES NEEDED

Able to coordinate

Drives projects along, gets results, ensures that key objectives are met.

Leadership ability

Provides team with a clear sense of direction, organizes resources and steers others towards successful task accomplishment

Able to motivate people

Enthuses others and facilitates successful goal accomplishment by promoting a clear sense of purpose, inspiring a positive attitude to work, and arousing a strong desire to succeed among team members.

Have high integrity

Maintains high ethical standards both personally and professionally; shows integrity and fairness in dealings with others; is reliable and trustworthy

Ability to develop teams and create a collaborative teamwork environment

EDUCATION, EXPERIENCE AND CERTIFICATION/REGISTRATION DESIRED

- High school diploma or equivalent
- Experience with production/manufacturing in area of responsibility
- Good knowledge of SOP's and processes
- Computer skills including Microsoft Office.
- Working knowledge of ERP/MRP systems production scheduling and inventory management.
- Ability to coordinate activities internal to the plant (working with other departments) and outside the organization (suppliers and customers) to meet production requirements.

PHYSICAL & ENVIRONMENTAL FACTORS

- Requirements
 - Able to lift 50 pounds
 - Valid US drivers license
 - Experienced in use of
 - Forklift
 - Manufacturing best practices
 - Customer service
 - Shipping requirements