



Production Facilitator

Reports to: Production Manager

Description: Compiles, records and maintains information related to the day to day activities of the production department. Handles the various clerical needs of the office and provides administrative support.

Duties:

1. Prepare quotations for new parts
2. Prompt follow-up to website inquiries
3. Track quotes and follow-up with customers to develop pricing trends
4. Support Management team administratively
5. Open and distribute company mail and prepare outgoing mail
6. Greet persons entering establishment
7. Service walk-in customers determining color choice and general coating requirements
8. Answer telephone to direct calls to appropriate person or voicemail
9. Contact customers and vendors to relay or request various information
10. Enter customer orders and confirm pricing and delivery
11. Prepare job packets from customer orders
12. Distribute job packets to Plant based upon master production schedule
13. Monitor customer orders through Plant to ensure on-time delivery
14. Oversee preparation of job packets
15. Evaluate new parts and prepare part process specification forms
16. Verify part process sheets are updated and make requested changes
17. Manage files maintained by the production department
18. Aid Engineering/QC Manager in contacting customers with any quality concerns
19. Verify powder inventory and make inventory adjustments into QuickBooks
20. Place orders for powder as needed and prepare various purchasing orders
21. Monitor sample panels and request new panels as needed
22. Maintain SDS and TDS sheets





23. Place orders for masking, hooks, racking, touch-up paint and packaging
24. Expedite purchased items as needed to meet production schedule
25. Prepare and maintain various production reports
26. Maintain cleanliness of office area including reception area and conference room
27. Maintain coffee inventory and monitor machines for cleanliness

Qualifications:

1. Associates degree or equivalent experience in accounting, engineering, business or a related field
2. Proficient using Microsoft Office
3. Familiar with QuickBooks Software
4. Ability to communicate effectively with customers, vendors and other employees
5. Ability to learn quickly and be adaptable
6. Ability to prioritize by managing multiple tasks
7. Exceptional accuracy with attention to detail
8. Basic knowledge of office equipment (Fax, copy machine, phones, etc.)
9. Professionalism
10. Ability to work flexible hours or overtime as needed

