
Production Support Specialist

Reports to Plant Manager
FLSA Status: Non-Exempt

Job Purpose

This position supports securing new business and changes to current products.

Duties & Responsibilities

Primary duties and responsibilities include, but are not limited to the following:

- Cost estimating of label production.
- Setup of manufacturing and other related items in our business system.
- Enter changes to existing items in our business system as needed.
- Ensure accurate cost of components are used in label cost estimates.
- Order art and purchase tooling as required for new items to be produced.
- Review previous or similar manufacturing data to ensure accurate spoilage and productivity factors are used in cost estimating.
- Work with Sales Representative and Product Development personnel to ensure suitability of product to end users.
- Maintain and build customer relationships by providing professional and friendly communications and service.

Qualifications

Basic Qualifications include:

- Must be highly self-motivated and customer-centric
- Understanding of basic computer/network concepts and terms
- Experience with networks (LAN, WAN), and patch management
- Excellent written and verbal communication skills
- High school diploma or equivalent
- Work independently with minimal supervision.
- Perform detail-oriented work accurately with frequent interruptions.
- Authorization to work in the U.S. without sponsorship

Preferred Qualifications include:

- High school diploma or equivalent, Associates degree or higher preferred.
- 5 years of experience in label converting operations.
- Excellent listening, written and verbal communication skills.
- Display courtesy and tact when dealing with others.
- Ability to work under pressure to meet deadlines, while dealing with interruptions.
- Pays close attention to details and completes work with high accuracy.
- Self-motivated with the ability and willingness to learn and apply.
- Technically savvy with computer systems, software and communication tools, demonstrating comprehension and proper execution.

Working Conditions

This position works in an office, warehouse and print production environment. An employee is expected to learn the duties of their job in a reasonable amount of time and demonstrate a desire to learn and do more. Attention to detail is critical. Good attendance and punctuality are critical. Able to maintain effective working relationships and work in a team environment. Must work in a safe manner and maintain a neat and organized work area.

Physical Requirements

This position requires extended periods of sitting while using computers and other communication devices. Occasional bending, squatting, reaching, pushing, pulling and walking.

Direct Reports

This position has no direct reports.