

Position Title

Support Service Coordinator

Date Prepared

March 2004

Department

Purchasing/Scheduling

Location

Brainerd, MN

Reports to: Purchasing Manager & Scheduling Manager**I Position Purpose**

- To ensure the flow of work through the plant is in a time and efficient manner.

II Budget Dimensions

- Aid in controlling internal and external costs through effective and efficient scheduling and purchasing.

III Primary Functions: Duties, Responsibilities & Expectations

- Inform management of pertinent issues or concerns
- Keep current file of jobs in shop.
- Coordinate outside purchases and communicate with Scheduling:
- Generate Purchase Order
- Mail/Fax Vendor a copy
- Schedule with Vendor In/Out dates
- Follow up with vendors
- Coordinate pick up and drop off of job materials and outside services and communicate the information to scheduling, purchasing and shipping.
- Ensure outside purchase schedule meets inside manufacturing and customer delivery dates
- Back up Purchasing as needed (cover responsibilities when the individual is on vacation)
- Assist in physical monthly inventory
- Enter production information into the Logic schedule (job pathing)
- Coordinate conventional prep priorities daily
- Coordinate Digital Plating daily to improve plating and press efficiencies
- Check an update Logic status codes daily
- Communicate with Scheduling proof in/out and delivery dates
- Keep Scheduling aware of any additional time that may affect delivery dates
- Back up Scheduling as needed (cover responsibilities when she is on vacation)
- Monitor and order box inventory
- Monitor and order film lamination inventory
- Monitor and order bindery supplies weekly
- Monitor and order office supplies
- Order foil dies and monitor foil levels
- Review/edit materials on job cost reports
- Fully understand and support the Bang Printing quality system
- Work in a quality oriented manner that promotes a positive example.
- Write/track/coordinate/monitor rework (Code 2)
- Understand and support all established company policies.

- Provide input to help improve efficient and smooth operations of the scheduling and purchasing areas.
- Perform projects and assignments as requested by Management

IV Communication

External Contacts

- * Vendors

Nature of Purpose

- * Coordinate the purpose and delivery of outsourced goods and labor

Internal Contacts

- * VP of Operations
- * Supervisors
- * Scheduling
- * Job Planner and Purchasing
- * Customer Service Representatives

Nature or Purpose

- * Direction, feedback, information exchange
- * Clarification, feedback, information exchange
- * Clarification, feedback, information exchange

V Problem Solving

- Ensure job specifications are accurate and complete.
- Provide input on scheduling to ensure timely customer deliveries.
- Provide back up for purchasing of outside purchases for material and services
- Provide support to fellow employees and management.
- Accurately detail issues to VP for resolution.
- Make recommendations on job through-put for improving efficiency throughout the plant.

VI Education and Experience

- Four years + in trade on similar equipment, graphic arts and/or technical school background beneficial.
- Excellent trouble shooting skills.
- Self-directed and leadership qualities.
- Good interpersonal and communication skills.
- Good computer skills; specific Hagen experience helpful.

VII Travel/Physical Exertion

- Travel as required which may include occasional overnight stays.
- Frequent long hours, 12-hour days.

Employee Signature _____ **Date** _____

Performance Expectations

Purchasing / Scheduling Coordinator

1 **Quality**

- A Ensure materials and outside purchases meets or exceed Bang Printing expectations.
- B Ensure scheduling is done in a timely & proficient manner.
- C Work in a quality orientated manner that promotes a positive example.

2 **Material Consumption**

- A Ensure employees are aware of trends by taking an active role with Operations Manager.
- B Assist in addressing areas of high waste to assure operation meets material budgets.

3 **Productivity**

- A Ensure scheduling requirements are fulfilled by timely material management and outside purchases.
- B Provide feedback to Operations Manager on areas of purchasing & scheduling.

4 **Policy**

- A Understand and support all established company policies.
- B Provide input to Operations Manager on areas of employee concern regarding policy.

5 **Support**

- A Provide input on and in the development of quality improvement & cost efficiency.
- B Perform projects and assignments as requested by Operations Manager.