

Cantalician Center Community Services – Job Descriptions

Sales and Production Coordinator

SUMMARY OF DUTIES

The Sales and Production Coordinator is responsible for soliciting new customers, procuring contracts; and oversight of internal and external production operations.

REPORTING RELATIONSHIP

Reports to the Director of Cantalician Community Services

ESSENTIAL DUTIES & RESPONSIBILITIES

- Develops and maintains pricing structure for the Diversified Labor Solutions (DLS) internal and external services.
- Develops a marketing plan for solicitation of new customers and the retention and expansion of sales from existing customer base.
- Develops relationships with a wide range of customers; procures work or work opportunities for DLS consistent with marketing plan and Agency objectives and mission.
- Determines the labor resources and production demands necessary to meet customer specifications; upon approval, acquires the resources approved including labor needs, machinery, equipment, and supplies.
- Develops and implements a formal time study and bidding procedure in accordance with regulatory and Agency requirements.
- Analyzes relevant cost and financial impact of fulfilling contract mandates, in coordination with the Finance Department, implementing pricing policy for internal items to be produced based on a formal time study procedure.
- Assures cost effectiveness of all contract labor through the monitoring of the hours worked, time study process, equipment and supply costs as compared to the customer quote, and makes necessary adjustments to the customer quote in a timely manner.
- Timely and complete documentation of all paperwork associated with the job intake, bidding, time study, pricing, and job cost in accordance with Agency and regulatory requirements.
- Conducts a minimum of annual or when mandated prevailing wage surveys and any necessary adjustments to the production rate paid to the individuals receiving services based on the type of work performed.
- In conjunction with the Employment Opportunity Manager, oversees shipping and receiving operations. Oversight of inventory control and implementation and adherence to inventory control procedures.
- Ensure that invoices, bills of lading, and shipping paperwork are completed timely and accurately.

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- Ensure compliance with all regulatory requirements for completing sub-minimum wage work including but not limited to the Fair Labor Standards Act and 14c.
- Oversight of labor and production management to insure quality control and satisfaction of customer's deadlines.
- Ensures that all production staff are implementing vocational service plans and work cooperatively with the rehabilitation staff to ensure that individuals are working to their fullest potential.
- Recommends scheduling of labor deployment and production activities to ensure efficient management of completion of customer work.
- Functions as liaison between customer and the Agency in the event of any issues or concerns related to the contract.
- Supervises the Opportunity Developer to develop work opportunities in the community for individuals serviced by the Agency.
- Coordinates with Agency supported employed staff to implement new community based jobs.

Management Responsibilities

- Responsible for the supervision, assignment, training, evaluation, and discipline of the Employment Opportunity Managers, Production Clerks, Community Opportunity Developer, Vocational Trainers and Laborers.
- Participates in the selection process of new hires.
- Disciplines, trains and assigns subordinates.
- Establishes and appraises performance levels of subordinates.
- Monitors compliance with on-site policies and procedures pertaining to, but not limited to: incident reporting, quality assurance regulations, fire safety and employee conduct.
- Constantly maintains high professional standards at work with regard to personal behavior and interactions with other staff, individuals, and outside agencies.
- Provides for staff development and training, including orientation, in-service training and use of community resources.
- Participates in professional development and community and inter-agency committee to remain current on changing trends and program requirements.
- Provides consultation, supervision, and instruction to staff through individual and group conferences in order to assist staff in development of service skills.
- Participates in Agency planning and program development.
- Participates in the development of Agency policies and procedures.
- Assist the Agency with marketing, public relations and general efforts to increase community awareness of our programs and services.

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- Consistently complies with all Agency policies and procedures.
- Performs other duties, as assigned.

SKILLS & ABILITIES

- High level of written and oral communication skills
- High level of interpersonal skills
- Knowledge of computer and ability to utilize Quick Books
- Strong organizational skills
- Ability to work with others (both within and outside the Agency)
- Strong time management skills
- Knowledge of individuals serviced by the Agency
- Sensitivity toward persons who are disabled in a work setting
- Ability to work as part of the administration team
- Ability to establish relationships with area businesses
- Ability to actively pursue jobs for individuals with local employers, businesses, industries

EDUCATION & TRAINING

Preferred: Master's Degree in Industrial Engineering, Industrial Arts, Business or generally related field, plus three years of experience in sales or marketing.

Minimum: Bachelor's Degree in Industrial Engineering, Industrial Arts, Business or a generally related field, plus five years experience in sales or marketing.

Knowledge of U.S. Labor Regulations affecting sheltered and work activity community.

Knowledge of production techniques, equipment and plant layout.

Skill in developing business contracts.

Skill in costing, pricing and bidding on potential contract work.

Valid New York State Driver's license in good standing, New York Automobile Insurance, and reliable motor vehicle to conduct customer sales calls.

Successful completion of Agency background check to include fingerprinting.

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The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job with or without reasonable accommodation(s).

PHYSICAL DEMANDS

On-the-job time is spent in the following physical activities

Amount of Time

	None	Up to 1/3	1/3 to 1/2	2/3 or more
Stand				X
Walk				X
Sit	X			
Talk or hear				X
Use hands or fingers, handle or feel				X
Push//Pull			X	
Stoop, kneel, crouch or crawl			X	
Reach with hands and arms			X	
Stair climbing			X	

This job requires that weight be lifted or force be exerted.

Amount of Tim

	None	Up to 1/3	1/3 to 1/2	2/3 or more
Up to 10 lbs.		X		
Up to 25 lbs.			X	
Up to 50 lbs.				X

This job has special vision requirements. Check all that apply

- Close Vision (clear vision at 20 inches or less)
- Distant Vision (clear vision at 20 inches or more)
- Color Vision (ability to identify and distinguish colors))
- Peripheral Vision (ability to observe an area that can be seen up and down or to the left and right while eyes
- Dept Perception (three dimensional vision; ability to judge distances and spatial relationship
- Ability to Adjust Focus (ability to adjust eye to bring an object Into sharp focus)
- No Special Vision Requirements

Specific demands not listed:
Ability to work under pressure and multi-task.

WORK ENVIRONMENT

This job requires exposure to the following environmental conditions

Amount of Time

	None	Up to 1/3	1/3 to 1/2	2/3 or more
Work near moving mechanical				X
Fumes or airborne particles			X	
Toxic or caustic chemicals		X		
Outdoor weather conditions			X	

The typical noise level for the work environment is:
 Check all that apply.

- Very Quiet
- Quiet
- Moderate Noise
- Loud Noise
- Very Loud Noise

Hearing:

- Ability to hear alarms on equipment
- Ability to hear students/individual calls
- Ability to hear instructions from department Staff

REPETITIVE MOTION ACTIONS

Number of Hours

Repetitive use of hands 0 1-2 3-4 5-6 7 +

A. Right only					
B. Left only					
C. Both					X

Grasping: simple/light:

A. Right only					
B. Left only					
C. Both				X	

Grasping: Firm/heavy

A. Right only					
B. Left only					
C. Both					X

Fine Dexterity:

A. Right only					
B. Left only					
C. Both		X			