

JOB DESCRIPTION

Title: Production Manager	FLSA Status: Full-time, Non-Exempt
Reports To: Director of Operations	Supervises: <ul style="list-style-type: none">offender workers in Production

SUMMARY

Plan, direct, and manage the work activities and resources necessary for refurbishing computers in accordance with quality, and quantity specifications. Manage the offender workers that are assigned to the Production Crew. Manage procedures while meeting all of the R2, ISO14001, and OHSAS18001 requirements.

PRIMARY RESPONSIBILITIES

1. Make primary operational decisions on the production floor and the offender worker's assignments.
 - (a) Receive equipment from intake areas.
 - (b) Prioritize computers to be refurbished.
 - (c) Make final determination whether a computer should be repaired or salvaged.
 - (d) Determine sequence for building computers that arrive from intake area.

2. Manage desktop refurbishing/building area.
 - (a) Once Desktops come in from intake area, identify and delegate work projects for the offender workers working in building area.
 - (b) Assist the builders as needed to find parts, make the systems operational, etc.
 - (c) Ensure computer systems are built to program specifications.
 - (d) Check that all drivers are installed and devices are working properly.
 - (e) Confirm all level one tests are being performed properly through periodic inspections.
 - (f) Check cleanliness of systems and ensure all parts are securely attached.

3. Manage laptop refurbishing area.
 - (a) Once Laptops come in from intake area, identify and delegate work projects for offender workers.

- (b) Oversee Laptop refurbishing process: Offender workers perform initial testing and grading of laptops, perform level 1 testing, and make any necessary repairs.
 - (c) Assist the builders as needed to find parts and to make the systems operational.
 - (d) Manage the inventory counts of completed laptops
 - (e) Generate lists of parts needed for incomplete laptops.
 - (f) In a timely manner, provide a list of any needed parts to Director of Operations in order to acquire the parts in time to fill customer orders.
 - (g) Run Burn-In Pro for 3-hour period and prepare for distribution to customer.
4. Manage Battery Test work station and Hard Drive testing station.
- (a) Manage the offender worker selected to run those two stations and periodically inspect the work being completed.
5. Manage Burn Room Activities.
- (a) Check to make sure all computer components are functioning and have passed all tests using Burn-In Pro software.
 - (b) Maintain Server and Network for drive imaging.
 - (c) Creating and maintaining master image on spare drives and keep server up-to-date.
 - (d) Perform final inspection of product for cleanliness and general appearance.
 - (e) Perform final sign-off in burn room
 - (f) Manage the Microsoft COA up-loading and provide the clerk with required paperwork to assign the order.
 - (g) Track COA inventory and make sure appropriate stock is on-hand to complete upcoming orders. Notify Director of Operations when COAs need to be purchased.
 - (h) Move completed equipment to packing area.
6. Manage Offender job performance.
- (a) Analyze offender workers performance in the Salvage Area and encourage top performers to prepare to move to production.
 - (b) Encourage appropriate training and establish an advancement plan for offender workers that show ability and motivation to learn.

- (c) Conduct quarterly performance evaluations for offender workers working in Production Area, as well as ongoing feedback to enhance job performance.
7. Manage the production operation to meet the annual production goal as determined by the Director of Operations and Executive Director.
- (a) Ensure smooth production flow.
 - (b) Prioritize jobs to ensure deadlines are met.
 - (c) Manage spare parts inventory.
 - (d) Notify Director of Operations of parts and equipment needed to complete orders.
 - (e) Track production numbers on a weekly basis and report them to Director of Operations.
 - (f) Work with Sales and Marketing Manager and Director of Operations to determine appropriate timelines for each order. Track orders to ensure completion in accordance with deadline promised to customer.
8. Troubleshoot program-wide system problems related to packing machine, imaging stations, and training stations.
9. Assist and verify the shutdown and security of the floor at the end of the workday.
- (a) Close all windows.
 - (b) Shut off all power to stations not in use.
 - (c) Lock all doors.
 - (d) Ensure all equipment is safe and secured in proper place.
10. Supervise the offender workers working on monitors, keyboards and mice.
- (a) Oversee the correct completion of offender worker tasks to include:
 - Clean keyboards and mice, check settings.
 - Make sure monitors function correctly and have correct settings.
 - Check items for scratches and other damage.
11. Maintain Equipment Inventory database in FileMaker
- (a) Manage offender clerk.

- (b) Manage the FileMaker database between the clerk station and the FileMaker server.
- (c) Perform daily updates between the two systems.
- (d) Audit offender clerk activity to ensure proper track of orders and assignments to customers.

SECONDARY RESPONSIBILITIES

1. Manages miscellaneous projects and completes various tasks as needed by management.
2. Serve as back up for tool room.
3. Provide back-up for the tech support line as required.

JOB SPECIFICATIONS

Desired Education and Experience

- Bachelors degree in computer science preferred and/or 2 years of computer hardware experience
- Knowledge of computers, hardware and other peripherals and computer refurbishing and knowledge of MS Operating Systems
- Prefer 1+ years of management experience
- Prefer 1+ years warehouse experience

Knowledge, Skills and Abilities

- Strong verbal and written communication skills, customer service and interpersonal skills to effectively work with a variety of people and personalities. Ability to build relationships with others in organization, vendors, donors, officers, and offenders. Functions well as part of team.
- Possess a thorough, organized and detail-oriented approach to work. Able to manage multiple tasks and projects simultaneously. Applies effective time management skills in order to meet all deadlines.
- Ability to plan, prioritize, and manage own work as well as coordinate work required of direct reporting employees. Establishes and maintains work goals, objectives and standards to be achieved by subordinates. Able to orient, train, supervise, appraise and motivate employees.

- Able to work unsupervised and make decisions and solve routine problems independently, effectively and creatively.
- Advise supervisors and coworkers of developments that impact job duties, ensuring proper, timely communication.
- Possess strong organization skills, detail-orientation and follow through. Display flexibility to meet organization's unique needs.
- Work with a proactive, ownership approach to work and with a sense of urgency.
- Ability to inspect, examine and observe product or equipment defects. Possess basic mathematical aptitude.
- Understand confidential nature of organization information and maintains confidences.
- Understand and respect the safety and security issues related to working in a correctional institute.

PHYSICAL REQUIREMENTS NECESSARY TO PERFORM THIS JOB

Incumbent must be able to:

- Hear and speak in order to communicate with people inside and outside the organization.
- Manual dexterity and fine motor skills for working on computers and operating equipment.
- Regularly lift up to 50 lbs. independently or with assistance.
- Stand and walk in warehouse environment for majority of 8-hour day. Physical ability to move around the building repeatedly throughout the day, including climbing stairs.
- Visual acuity required for reading small print and numbers on equipment, working with small computer components, performing computer data entry, inspecting and working on equipment, etc.
- Drive forklift.

TOOLS AND EQUIPMENT USED

Incumbent must be able to:

- Use telephone, calculator, computers, and other office equipment.
- Work on personal computers.
- Use a wide variety of hand tools including: screw drivers, electric screw driver, drill, hammer, small computer tools, etc.
- Use packing machines.

WORK ENVIRONMENT

Perform all duties within Minnesota Correctional Facility-Stillwater. Incumbent would be working with up to 40 offender workers in different capacities.

Primarily work in an indoor warehouse setting; able to work in a dusty, noisy environment with no air conditioning. Periodically exposed to outdoor environment and must be able to withstand Minnesota hot and cold weather conditions.

Employee Signature

Revision Date

Supervisor Signature

Date