

## COMMUNITY PRODUCTION MANAGER

This is supervisory and managerial work involving the direction of the total production component of a large community employment program for developmentally and physically disabled clients. Employees plan total work operations for all work sites establish production goals and assess production demands of a wide range of contracts requiring coordination with the marketing representative, production coordinators, production specialists and program coordinators. Employees develop quality and quantity standards; oversee inventory control and quality control; review bid proposals, verifying feasibility and making recommendations for implementation. As a member of the management team, employees provide input into establishing long-term goals regarding space revenue, client training, and may serve as assistant director for operations. Employees supervise production staff and report to the community employment program director. Work at this level is differentiated from the Community Production Coordinator classification by the responsibility for all production issues in multiple production sites, the supervision of subordinate production managers/supervisors and procurement representative. Employees report to the community employment program director and may function as Assistant Director for Production Services.

### I. SUPERVISORY/MANAGERIAL FUNCTIONS:

Planning - Employees develop and recommend long-range goals and plans to the employment program director, which include works space and revenue Issues pertaining to the client population served. Employees plan the total work scheme for multiple locations in order to maintain productivity and balance the utilization of resources. Employees plan and establish production goals for the total program assessing various production demands and functional levels and capabilities of specific client work groups.

Organizing and Directing - Employees organize the work flow for all facilities and advise the production team In organizing the day-to-day work in relation to specific client work groups and their abilities to meet production, quality, and timeframe demands. Employees establish quality assurance measures for production, production methods and priorities; adjust schedules and workloads; and make minor changes in workflow, using discretion in involving the program director. Employees also ensure that an adequate supply of work is available to train clients.

Budgeting - Employees have minimal involvement In the budget process; however, the revenues generated by the contracts for services and products produced in the employment program are a significant factor in the program's operational budget.

Training - Employees assess the training needs of staff and may provide training in the area of job set-up, operations standards, work methods, and quality control criteria.

Setting Work Standards - Employees establish quality assurance measures production methods and priorities. Employees are responsible to see that work is carried out In accordance with these standards.

Reviewing Work - Employees provide daily review of staff performance and regular review of production reports. Employees evaluate quality and quantity and timeliness of products and services.

Counseling and Disciplining - Employees counsel staff members on performance and the appropriate grievance and disciplinary system. Employees may issue the oral warning portion of the dismissal/disciplinary action; all final disciplinary actions are reviewed by the employment program director.

Performing Other Personnel Functions - Employees prepare staff evaluations; make recommendations to the employment program director on promotions dismissals and salary adjustments; provide preliminary screening selection and recommendations on new employees.

II. SCOPE AND NATURE OF WORK SUPERVISED:

Dynamics of Work Supervised - The production environment of the largest employment programs for persons with developmental disabilities is subject to frequent and sudden changes in response to the demands of the contracts for products and services. Employees may also be required to develop new methods or job-set-up procedures for staff and clients In order to meet timeframes and quality standards.

Variety of Work Supervised - Employees are responsible for the total production component of the employment program, including procurement, shipping and receiving.

Number of Employees Responsible For - 5 to 15 employees.

III. EXTENT OF SUPERVISION RECEIVED: Employees receive regular informal and periodic formal review of production goals/objectives and needed changes in emphasis or areas which would directly affect the employment program. Employees receive direction and supervision in both oral and written form.

IV. SPECIAL ADDITIONAL CONSIDERATIONS:

Supervision of Shift Operations - Staff are assigned to work basically an eight to five schedule.

Fluctuating Work Force - Work force is basically stable without major seasonal fluctuations.

Physical Dispersion of Employees - Employees are responsible for multiple production sites.

V. RECRUITMENT STANDARDS:

A. Knowledges, Skills and Abilities - General knowledge of machine tools of materials and labor costing; of jigs and their preparation; work process lay-outs and job analysis. Basic knowledge of the population served. General knowledge of wage and hour laws. Skill in reading, comprehension, writing, and math. Ability to supervise and conduct management functions. Ability to analyze jobs read blueprints and prepare specification for sub-contracts. Ability to establish rapport and communicate effectively with clients, various service delivery disciplines, and industry/community personnel and leaders. Ability to supervise staff.

Minimum Training, and Experience - Graduation from high school or equivalent and five years of experience in production trades or related work that provides above knowledge and skills, one year of which must have provided exposure to the population to be served; or graduation from a two-year technical school in industrial technology or related field and two years of experience In production trades, or related work that provides above knowledge and skills\* one year of which must have provided exposure to the population to be served; or graduation from a four year college or university with a degree in industrial technology or related field and one year of experience in warehousing purchasing production or related work which must have provided exposure to the population to be served; or an equivalent combination of training and experience.

B. Knowledge, Skills, and Abilities - Considerable knowledge of principles and techniques of working with developmental disabilities. Considerable knowledge of developmental programming including socialization and habilitative needs; of behavioral programming techniques. Skill in adopting techniques of program development. Ability to organize and prepare records and reports and analyze such information. Ability to plan, organize, and initiate an employment program for disabled clients. Ability to communicate effectively in oral and written form. Ability to establish and maintain effective working relationships with clients staff and community agencies and industries. Ability to supervise staff.

Minimum Training and Experience - Graduation from a college or university with a four-year degree in a human service field and two years of experience working with the developmentally disabled one year of which must have been in an employment program for the developmentally disabled; or an equivalent combination of training and experience.

Administering the Class - Recruitment pattern A recognizes the business/industry experience and accompanying knowledge, skills and abilities. Selection of an employee with this training and experience may be suitable if subordinate supervisors or program managers have a human services background.

Recruitment pattern B reflects the human services degree preparation for the management of an employment program for the developmentally disabled and may be suitable if subordinate supervisors/staff have a more industrial or production-related background.

Management has the option of choosing either A or B in order to meet the needs of the clients and the program and achieve a desired balance.

Special Note - This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA. Examples of work are primarily essential functions of the majority of positions in this class but may not be applicable to all positions.