

STATE OF SOUTH DAKOTA CLASS SPECIFICATION

Class Title: Industrial Workshop Manager

Class Code: 51330

Pay Grade: GH

A. Purpose:

Manages the daily operations of an industrial production shop by overseeing production, scheduling the delivery of products, purchasing supplies to produce products, developing contracts to produce products for vendors, and assessing individuals' production capabilities.

B. Distinguishing Feature:

Industrial Workshop Manager is responsible for marketing services, production planning, cost control, safety compliance, purchase of raw materials, inventory and equipment utilization, and to support meaningful and purposeful employment for the individuals residing in the institution.

C. Functions:

(These are examples only; any one position may not include all of the listed examples nor do the listed examples include all functions which may be found in positions of this class.)

1. Initiates sale contracts with manufacturing and service industries to secure production contracts and to meet the particular needs of the job.
 - a. Maintains positive working relationships with established customers.
 - b. Visits customers at their place of business to develop new production jobs for the industry.
 - c. Negotiates contracts with industries to provide off-site production for the industry and production jobs for the center.
 - d. Prepares bids and quotes on jobs for the industry.
 - e. Arranges for raw materials, prices, delivery schedules, the receipt of materials from the contractor and adjusts production formats to meet the particular needs of the job.
2. Directs the production process to meet the needs of individuals and customers and re-evaluates and modifies the production process to ensure adequate work for individuals that is profitable.
 - a. Evaluates the cost-effectiveness of particular jobs by determining the department, people, tools, and machinery to be used, and prepares original cost forecasts.
 - b. Assesses production capabilities, costs, and profit margins.
 - c. Coordinates jobs, establishes and adjusts priorities, identifies and deals with obstacles, and re-evaluates and modifies the production process.
 - d. Adjusts production to respond to special jobs with a high profit margin or in response to the needs of priority customers.
 - e. Adapts equipment and work areas to meet the particular needs of individuals and to remain competitive with private industry.
 - f. Directs the flow of multiple jobs through the business.
 - g. Determines production techniques and implements.
 - h. Assesses individuals' production capabilities and develops vocational programs.
3. Maintains a quality assurance program to ensure a quality product.
 - a. Inspects product quality and the entire production process.
 - b. Reviews completed jobs with customers.

4. Resolves customer complaints to ensure problems are resolved and customers retained.
 - a. Investigates allegations made by customers.
 - b. Reviews the flow of that particular job through production.
 - c. Negotiates a settlement with the customer if necessary.
5. Conducts time-cost production studies in order to establish prevailing wage of individuals.
6. Performs other work as assigned.

D. Reporting Relationships:

This position does not supervise, but may provide work direction to other staff within the production area.

E. Challenges and Problems:

Challenges include coordinating the construction, production, and delivery of products. This involves modifying production schedules because of materials arriving late or employee absenteeism. Another challenge is estimating the prevailing wage for individuals.

Problems include obtaining production contracts and scheduling production on a regular basis. This is difficult because of the need to provide continuous employment to individuals. Other problems include customer demands versus production capabilities, dealing with internal conflict due to customer demands, limitations of individuals, supply problems, resolving customer complaints, and prioritizing work and delivery schedules.

F. Decision-making Authority:

Decisions include how to make contract work compatible with the capabilities of the individuals and facility, reasonable job quotes, obtaining raw materials, adjusting production to avoid overlaps and bottlenecks, evaluating new ideas for goods and services, coordinating equipment loan or modifications with customers, determining what production techniques and which equipment to use, prioritizing and scheduling jobs, scheduling product deliveries, determining the need for equipment repair or maintenance, setting quality standards, and assessing individual production capabilities.

Decisions referred include sales or production initiatives that require changing the workshop's policies and procedures, scheduling or quality control problems that cannot be resolved, final approval on major expenditures for workshop adaptation, and final decision on major new production requirements.

G. Contact with Others:

Daily contact with individuals to maintain production techniques and ensure quality products and services, and module staff to resolve issues as they relate to assigned individuals and to teach and maintain production techniques; weekly contact with interagency staff to discuss concerns as they relate to the services provided, and private and public businesses to ensure customer satisfaction in regards to orders pertaining to quality of products or services.

H. Working Conditions:

The incumbent works within an industrial workshop area and is subject to the hazards involved with the use of industrial equipment and working with individuals who may become violent or destructive.

I. Knowledge, Skills and Abilities:

Knowledge of:

- marketing techniques;
- necessary safety procedures in a work setting;
- quality control methods;
- capabilities of people with disabilities;
- industrial production methods;
- inventory control;
- the business community;
- plant equipment and tools;
- record keeping.

Ability to:

- encourage business and industry to enter into contracts for services of the individuals in the workshop or in community settings, requiring a knowledge of public relations or marketing;
- accurately assess the suitability of work guidelines and specifications;
- train and motivate, and direct subordinate staff and individuals;
- learn the theory and techniques of work as therapy or development;
- separate work projects into smaller tasks which can be successfully completed by the individuals assigned to workshops;
- develop and maintain good working relationships with staff and individuals;
- provide clear and concise verbal and written reports;
- perform cost estimates.