

Job Description

Production Manager

Company/Location: Kilwin's Quality Confections, Inc./Petoskey, MI

Reports to: Manufacturing Manager

FLSA Status: Salaried/Exempt

Date Last Revised: June 2019

Supervises: Production Planners, Operations Supervisor, Line Supervisors, Sanitation Team, and Material Handlers

JOB SUMMARY

Plans, directs, coordinates, and most importantly, provides leadership to team members necessary to execute production activities at Kilwin's Quality Confections (KQC) in a manner that models Kilwins core values and meets or exceeds the business plan. This includes oversight of candy making operations, assigning daily tasks to the manufacturing team, including shift supervisors, to ensure the production plan is met. This requires knowledge and understanding of quality, productivity, equipment, and personnel issues that affect manufacturing performance, as well as food safety, labeling, Kosher and Organic certifications, and recipe standards that govern our operations.

ESSENTIAL FUNCTIONS

General

1. Personally represents Kilwins Core Values, Core Purpose, Core Operating Standards, and Brand Promise.
2. Provide integrity, honesty and knowledge that promotes the culture, values, and purpose of Kilwins Brand.
3. Foster positive attitudes and behaviors, based on gratitude for our individual team members, the wonderful workspace environment, and the effort that goes into maintaining this.
4. Operate in an entrepreneurial manner, taking ownership of the operation and fully engaging in the processes and with the team.
5. Foster a positive partnership and relationship with the co-production manager that is based on teamwork, cooperation and transparency.
6. Monitor and ensure an environment for Industrial Safety and Food Safety including but not limited to Lock Out practices, Equipment Operator Training Certifications, Sanitation Standard Operating Procedures and other Good Manufacturing Practices.
7. Protect the confidentiality of Kilwin's Quality Confections and Kilwins Chocolates Franchise (KCF) intellectual property.
8. Work to foster and ensure positive relationships with all retail store owners and managers.

Leadership, Supervision, and Operational

1. Lead the interview and screening process as needed for hiring new team members.
2. Coordinate with the Food Safety Coordinator to orient new team members, coordinate onboarding support, and assign relevant initial tasks to ensure a productive welcoming introduction to Kilwins.
3. Monitor and record team member performance to provide feedback for team member development.
4. Monitor and maintain team member attendance records, including vacation, balancing the needs of the schedule with total absences, and issue resolution.
5. Lead the staff planning and capacity planning processes in cooperation with Product Planner and Manufacturing Manager.

6. Train all operators effectively on operational safety, Food Safety, manufacturing processes, and quality requirements of each process.
7. Monitor and update the Cross-Training Matrix to ensure adequate depth of skills across team.
8. Support administration of uniforms for team members, includes ordering new garments, purging obsolete garments, monitoring condition of in-service garments, escalating issues where necessary.
9. Communicate daily and frequently with all work centers to ensure supervisors, team leaders, and team members understand priorities and that all staff is assigned and sequenced.
10. Verify daily and frequently that work center priorities are met and secondary plans are initiated as necessary.
11. Report production data expeditiously, and seek improvements to data collection, timing, and the production reporting process.
12. Monitor, manage, and achieve labor efficiency, scrap, and unplanned downtime key measures on a daily basis, ensuring accurate record keeping.
13. Ensure regular feedback for team member's individual efficiency performance and the effect on cost of goods and labor variances.
14. Lead Brand and 5S initiatives by defining and maintaining 5S maps, team member assignments and verification of zone tour ready conditions.
15. Support New Product Development efforts by participating in the development process as needed, supporting prototype production efforts, work center layout, fixture development, lead team training efforts, line fill schedules.
16. Conduct annual performance evaluations with direct reports.
17. Possess a strong knowledge of ERP systems, PC applications, and utilize both as tools for decision making.
18. Take active role in inspection and maintenance of all plant equipment for defects and potential problems.
19. Support expense management process with Manufacturing Manager.

Technical

1. Create robust and reliable processes by understanding and defining all processing parameters associated with each piece of equipment, process, and each team member's capability, throughout all work centers.
2. Apply process controls and build production systems that produce quality through variation reduction.
3. Create a learning environment where process technicals become part of the language of the team.
4. Support the advancement of new processes that add depth to our capabilities. Examples are shell molding, panning, airbrushing, or appropriate levels of automation that support the brand.

Food Safety and Food Quality

1. Ensure all team members are trained and compliant with all food safety protocols including but not limited to Personal Hygiene, Traceability, Allergen Separation, Product Labeling, Sanitation, and Product Specifications.
2. Conduct all necessary inspections, maintaining and updating documentation associated with food safety record keeping.
3. Ensure all product is collected for lab sampling, maintain sampling log with Food Safety Coordinator.
4. Ensure containment of any non-conforming product and notify the Manufacturing Manager and the Food Safety Coordinator immediately of non-conformances.
5. Support the development of quality standards.
6. Ensure that all safety and quality standards are met, seeking assistance from the Production Engineer, Facilities Manager, and Manufacturing Manager as necessary to maintain a safe work environment and produce quality product.

Continuous Improvement Responsibilities

1. Develop and implement plans with Manufacturing Manager and supervisors to create and foster a work environment of continuous improvement.
2. Conduct team meetings as required for team training, review of production priorities, and to solicit input for Continuous Improvement.
3. Lead Continuous Improvement initiatives, utilize Kaizen blitz tools, understand and carry out the problem solving process, verify and document results with the overall goal of labor efficiency improvements and lower item cost of goods.
4. Create a problem solving mindset with the team driving root cause analysis.
5. Use data driven approach to choose improvement initiatives; high volume low hanging fruit, labor reduction, high scrap, inefficient process, problematic changeovers, etc. Establish baseline data from historical production runs, methodically work through process to arrive at possible improvements. Document results.
6. Support inventory accuracy initiatives, conducting cycle counts when necessary, drilling into processing or reporting issues that reduce inventory adjustments and variances at physical inventories.

KNOWLEDGE, SKILLS, AND ABILITIES

1. Interpersonal Skills – Emotional Intelligence, Communication, Conflict Management, Self-Awareness, Empathetically Aware
2. Leadership and Management – Delegation, Team Building, Relationships, Goal Setting, Results Driven, Engaged, Instinctive, Intuitive
3. Technical Capabilities - Problem Solving/Analysis, Knowledge of Equipment and Processes (Mechanical Aptitude), Trouble Shooting Skills
4. Communication Skills – Written, Verbal, Electronic, Listening
5. Time Management – Self Direction and Motivation, Organization, Delegation
6. Computer Skills – Microsoft Office Suite, ERP Systems

EDUCATION AND EXPERIENCE

1. Bachelor's degree in Operations Management, Manufacturing Engineering, or other relevant education.
2. 7-10 years of operations and leadership experience in a manufacturing environment preferred.
3. Strong working knowledge of ERP systems and production transactions.

PHYSICAL REQUIREMENTS/WORK ENVIRONMENT

1. Frequently exposed to moving mechanical parts.
2. Regularly required to read, talk or hear. Frequently required to stand; walk; use hands to finger, handle or feel; and reach with hands and arms. Occasionally required to sit; climb or balance; and stoop, kneel, crouch or crawl. May lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

OTHER DUTIES

Please note this job description is not intended to cover a comprehensive listing of all activities, duties or responsibilities that are required of the employee for this job. Individuals may perform other duties as assigned including working in other areas to cover absences or to equalize peak work periods or otherwise balance the workload.