

Summary

This management position supervises production activities necessary to support the delivery of the *Phantom Experience* to our customers. As a key member of the Phantom team, the Production Supervisor will provide leadership in the achievement of corporate and departmental goals, consistently demonstrate and encourage in others the organization's core corporate values and champion Phantom's overall strategic vision.

The Production Supervisor is accountable for all aspects of planning, organizing, staffing, directing and controlling (leadership, communication, motivation and supervision) of assigned value stream production activities to meet the requirements of internal customers and, ultimately, our external customers.

Corporate Values:

At Phantom Screens we:

- Speak the truth
- Serve each other
- Pursue excellence
- Practice stewardship

Structure

Positions reporting to the Production Supervisor are Team Leads and Production Employees. Positions reporting to the Production Manager are: Production Supervisor(s), and Production Coordinator.

Position Responsibilities:

(Include, but are not limited to, the following)

General

Participate in continuously improving the demand-driven flow of (external) customer value through the production department while eliminating waste.

Human Resources

Planning & Staffing

- Periodically review and recommend changes to job descriptions
- Recommend staffing requirements (F/T, P/T, increase, no change, decrease)
- Review resumes, perform interviews and make hiring decisions

Education & Training

- Introduce new employees, including safety training
- Provide ongoing production-related education and training
- Participate in job-related training programs or associated personal development initiatives, as required

Supervision

- Provide daily direction to subordinates on production related tasks
- Promote a positive, customer focused, cooperative work environment

Performance Measurement

- Perform/review production staff progress and probationary reviews
- Complete individual performance appraisals and provide feedback to employees.

Discipline and Counsel

- In conjunction with Human Resources, ensure all performance management issues are documented and communicated appropriately and promptly

- Ensure all discipline and counsel related events are documented and communicated appropriately and promptly

Payroll

- Ensure payroll requests and records are completed and approved in the timelines required

Safety

General

- Participate in the Safety Program, including development of written safe work instructions
- Promote safety by “leading by example”

Hazards

- Ensure employees under their supervision are made aware of known or reasonably foreseeable health and safety hazards where they work
- Ensure appropriate personal protective equipment (PPE) is properly utilized and maintained
- By delegation, ensure the provision and maintenance of a clean and hazard-free work environment within the production area

Training

- Ensure proper safety-related training of production employees
- Ensure regular safety toolbox meetings are presented to all production employees
- Ensure safety training records are generated

Supervision

- Ensure the health and safety of all employees under their direct supervision
- Observe production employees after training to ensure they continue to follow safe work procedures
- Enforce safety rules and safe work procedures

Workplace Inspections & Investigations

- Participate in workplace inspections, including the completion of assigned safety tasks as and when required
- Investigate unsafe conditions to ensure that corrective action is taken without delay
- Participate in incident investigations as and when required

Quality

Requirements

- Be familiar with quality management concepts and tools
- Know Phantom specific quality requirements for production activities

Conformance

- Ensure quality requirements are understood and met
- Ensure quality inspections / audits are performed regularly

Corrective and Preventive Action

- Utilize root-cause analysis to determine and implement necessary changes to prevent reoccurrence of non-conformities
- Initiate preventive actions to prevent potential non-conformities

Production

Planning

- Assist in the development, revision, and improvement of standard work and standard times
- Plan daily production activities based on shipment commitments and available staff
- Provide information for Rush & Emergency Requests
- Recommend process improvements which improve flow and decrease waste in production

Execution

- Manage use of staff, physical space, fixed and mobile equipment to achieve results
- Maximization of labour utilization and efficiency
- Communicate with Customer Experience regarding priorities and requirements for order shipments
- Ensure that output per person or team is met; promptly address issues that negatively impact goals.

- Ensure Rush & Emergency Order commitments are met.

Reporting

- Ensure staff reports are completed timely and accurately
- Provide informal updates daily
- Provide periodic update on projects, strategic tasks...

Further, this position will collaborate with other departments on efforts such as supporting customers, launching new product, implementing best practices and carrying out activities in the best interest of the organization.

Requirements

- General: customer focused, flexible in work schedule, committed to self-development
- Leadership: lead by example, develop, coach, mentor, motivate and support
- Strong Communication Skills: verbal and written English, non-verbal, internal and external facing
- Strong Technology Skills: MS Windows and Office programs (especially Excel), ERP systems and typing

Academic Requirements and Work Experience

- Completion of the following post-secondary education (or equivalent): Supervisory Skills, Quality Assurance Fundamentals, MS Excel
- Achievement of any of the following designations are desirable: APICS CPIM
- Minimum 5 years in a production role with 2 years in a leadership role

Certificates / Licenses / Permits

Occasional travel is required therefore:

- Class 5 (or higher) Driver's License (with acceptable Driver's Abstract) and access to an insured vehicle
- Ability to travel internationally as required (Passport without travel restrictions)
- First Aid (Level 2) desired