



JOB DESCRIPTION

Job Title: Shift Supervisor

Department: Mailing Services

Reports to: Mailing Services Manager

SUMMARY

Provides direct supervision and support of Mailing Services department employees, resolves personnel issues/concerns, works to achieve efficient operation and cost-effective manufacturing. Works closely with mail entry, material handlers, Project Coordinator and other departments.

ESSENTIAL DUTIES AND RESPONSIBILITIES include but are not limited to the following. Other duties may be assigned as needed.

- Responsible for scheduling of daily production as discussed in a.m.
- Analyzes processes & procedures for purposes of streamlining workflow.
- Cross trains new and current staff to ensure there is coverage for all equipment and programs.
- Maintains quality standards, assure understanding and compliance with SOP's and resolves issues that need addressing.
- Communicates production schedule with the next shift supervisor and reviews what is expected to be accomplished.
- Resolves problems that arise on the job, recommend new or enhancements to procedures so old problems do not reoccur.
- Keeps abreast, through dept. manager, of changing postal regulations/requirements.
- Attends daily production schedule meetings and executes production plans that meet daily and future due dates.
- Supervises staff's and ensures process & procedures are followed.
- Works with department manager on 90-day, annual reviews and merit increase.
- Recommends action for employees not meeting their goals (run speed, quality, good catch), i.e., further training, reverse operator level rank, dismissal.
- Issues written and oral instructions and follows up to ensure follow through occurred.
- Prepares Track-it's for repairs for equipment.
- Cooperates with others to achieve company and department goals.
- Works hours needed to ensure that jobs are completed on time.
- Follows instructions accurately.
- Preserves important production, business, and records.
- Adheres to company rules and observes all safety regulations.
- Understand your role in the companies' Quality Management System regarding ISO.

QUALIFICATIONS

- High school diploma.
- 5s, Lean, or equivalent training helpful.
- 3-5 years' experience in a supervisor roll in a commercial direct mail company.
- Proficient in use of Microsoft products such as Excel, Word, Outlook, etc.
- Excellent math and reading and highly organized.
- Excellent written and oral communication skills.
- Ability to lift and carry 40-60 lbs.

PHYSICAL REQUIREMENTS

- Constant pulling, bending, walking, standing and operating mechanical equipment.
- Frequent lifting 20lbs, reaching, and working on a computer.
- Occasional lifting 50+lbs, pushing, sitting, kneeling, stooping, Climbing ladders & Chairs and operating motor vehicles.

Occasional: Occupation requires this activity up to 33% of the time (0 - 2.5 hrs./day of 8-hour day)

Frequent: Occupation requires this activity from 33%-66% of the time (2.5 - 5.5+ hrs./day of hour 8-hour day)

Constant: Occupation requires this activity more than 66% of the time (5.5+ hrs./day of 8-hour day)