

Job Title: Department Lead

Reports to: Operations Lead

FLSA Status: Non-exempt

Summary of duties and responsibilities: To lead in a pleasant, professional, and efficient manner the quality and production involved with Medalcraft Mint's product line related to the department(s). Based on company needs, some departments may have two leads, in which both are co-leads and expected to work together. These individuals must be motivated to achieve daily, weekly and monthly goals and able to perform the tasks of the position regularly. It is expected that 75% of the time they are physically doing the tasks of job, and the other 25% of the time doing administrative or management-designated duties. Leads need to perform and act in a manner that does what is best for the Medalcraft and our customers. Appreciation for high quality and timelines are a must.

1. Daily and on-going, monitor production orders with a goal of shipping quality product out on time to meet customer's expectations, pro-actively planning as much as possible.
2. Working with the Operations Team for priority, schedule workload accordingly to appropriate team member or machine (s), working towards specific goals communicated from the Operations Team.
3. Dictate to team members workload and priorities for the day, checking in periodically for accountability and quality.
4. Initiate or participate in daily or weekly meetings on relevant topics either individually or with a member of the Operations Team.
5. Aim to improve quality and credits/return authorizations by communicating with the Sales/Ops team on acceptability or working with the team to improve/minimize errors. If a sample is provided, make sure it is shared to the individual(s) working on the order, and that the sample does not get lost.
6. Assist in training new hires, or those flexed into the department.
7. Maintain training documents for new hires and employees being cross-trained. If a training document isn't created, one needs to be created.
8. Develop and maintain standard operating procedures (SOP's), both electronically and in a hard-copy binder in work area.
9. Provide feedback to the Human Resources related to employee's performance.
10. Make sure that all production reporting is entered accurately and timely into the Medalcraft 's tracking system in Google.
11. Communicate personnel/HR information and issues to Human Resources, and appropriate action will ensue from there. Leads are not expected to handle any disciplinary action or performance issues with employees. Leads are expected to work in iSolved for time and attendance purposes and approve timecards every other week and make adjustments as necessary.

12. If applicable, maintain accurate inventory and numbers, properly following procedures related to those items and customer-owned inventory. Also complete WIP (work in progress) in a timely manner following month-end.
13. If preventative maintenance needs to be maintained by you and your team, must make sure it happens as scheduled.
14. Follow through with commitments and expect to be held accountable, and physically do the tasks of the job 75% of the time.
15. Participate in research and development on new/aotypical projects as it applies to your department
16. Think of other departments as your “customers” and what they will need from you and out of your department to be successful.
17. Think outside the box and constantly strive for process improvement and cost-savings, bringing ideas up to the Operations Team.
18. Effectively listen to team members on concerns associated with job orders, acting upon as necessary, while maintaining objectivity in the process.
19. Comply with company and OSHA policies and procedures, keeping the department clean, organized and safe.
20. Motivate and lead team members for individual success and the success of Medalcraft, while embracing and promoting a cross-trained and flexible workforce.
21. Other duties as assigned by management.

Education, prior work experience, and specialized skills: A technical degree preferred, with three to five years’ experience in a production/manufacturing environment required. Leadership experience is necessary and must be able to take direction well and communicate effectively with team members. Average computer skills are required. Leads must be motivated and take initiative to complete tasks and go above and beyond. Leads should expect to be held accountable to their department’s performance. An attention to quality, detail, and an appreciation of deadlines is essential.

Physical environment/working conditions: This position is based in a fast-paced manufacturing environment. It requires the ability to occasionally lift up to 50 lbs throughout the shift and stand for long periods of time. This position will also need to move throughout other departments to monitor progress. In addition, the position may require the use of a desk in an office environment.

Equipment/machinery used: Personal computer, MS Products , Netsuite, and other company equipment as it relates to the production process and/or office environment.

Other: Must be a positive team-oriented individual that shares in Medalcraft’s vision and acts in a way of constant improvement and increased throughput to support sales growth.

