JOB DESCRIPTION

Demand Management/Scheduling Manager

| DEPARTMENT: Customer Response Center - 39 | SALARY LEVEL: SG - 03S |
| SUPERVISOR: VP of Program Management      | EXEMPT (Y/N): Yes     |
| JOB CODE: dmtgshmr                         | EEO CODE: 02          |
| APPROVED BY: Duane Mackleit               | SUB CODE: 1           |

SUPERVISORY (Y/N): Yes  

DEPARTMENT:
Customer Response Center - 39

SALARY LEVEL:
SG - 03S

SUPERVISOR:
VP of Program Management

EXEMPT (Y/N):
Yes

JOB CODE:
dmtgshmr

EEO CODE:
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SUB CODE:
1

APPROVED BY:
Duane Mackleit

UPDATE:
July 28, 2015

JOB SUMMARY:
Manages the organization’s Demand Management department, while supporting the goals and objectives of the company. Directs and coordinates activities of personnel engaged in maintaining the master production build schedules for the organization.

ESSENTIAL FUNCTIONS (Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.)

- Supervises, coordinates, and leads the company’s master scheduling staff, including supervisors. This includes: Ensuring your personnel understand the company’s expectations of them; drive your personnel to achieve their key performance indicators (kpis); provide timely feedback of performance to your employees; establishment of performance improvement plans, if necessary; and headcount and workload management.
- Forecasts, reports, and offers solutions for maximizing production related revenue.
- Ensures schedulers are executing activities effectively. This includes: processing customer demand (forecasts and orders) timely and accurately; enter and maintain all customer order activities in compliance with the established business agreements/contracts of assigned accounts, and company and department procedures; develop, publish and maintain the global Master Production Schedule for assigned accounts; initiate appropriate corrective actions to production schedules when dictated by changes in business; facilitate expediting/de-expediting of all schedule changes.
- Ensure schedulers are trained on, and have a good understanding of, customer contract requirements regarding scheduling practices, and are in compliance with the applicable requirements.
- Support schedulers with resolving scheduling and delivery issues.
- Ensure the schedulers are driving part shortages via the corporate part shortage escalation process.
- Interfaces with customers as required.
- Leads department process improvement and training teams.
- Ensure schedulers’ compliance to corporate SOPs.
- Conduct employee performance reviews and other human resource-related activities with employees.
- Responsible for department budget, and responsible for adhering to Corporate Policies and Procedures.
- Ensures compliance and provides an environment that supports our Corporate Affirmative Action Plan and Equal Employment Opportunity laws.
- Other duties as assigned by management.

SUPERVISION GIVEN/RECEIVED

This position reports directly to the VP of Program Management, and is responsible for supervising employees in the Master Scheduling department. Position is responsible for supervising, providing direction to, and evaluating scheduling personnel for their assigned customers.
MINIMUM QUALIFICATIONS

- Bachelor’s degree in business or related discipline.
- Seven years’ experience in manufacturing planning, scheduling or supply chain management.
- Demonstrated ability to lead and direct daily activities of a manufacturing planning department.
- Minimum of three years’ supervisory experience including employee technical development and leadership, conducting performance appraisals, and assignment and monitoring of goals and objectives.
- Equivalent combination of education and experience may be considered.
- Strong leadership skills; ability to deal and relate to people at all levels of the organization.
- Self-motivated with demonstrated organizational skills, with the ability to handle and prioritize multiple projects simultaneously in a timely manner in a fast-paced environment.
- Sound written and oral communication skills; must be able to write and understand routine reports, follow oral and written instructions, and speak effectively.
- Strong interpersonal skills; ability to relate to and work with diverse groups of people.
- Must have knowledge of use and operation of standard office equipment and be familiar with commonly used email, Internet, word processing, databases and spreadsheets.
- Must be able to handle sensitive and confidential situations and materials. Position continually requires demonstrated poise, tact and diplomacy.

PREFERRED QUALIFICATIONS

- Master’s degree in business or operations management.
- Ten-plus years’ experience in scheduling or materials management.
- Five-plus years of management experience.
- C.P.M., C.P.I.M., or a related certification.
- Experience in Contract Manufacturing and EMS industry, with an emphasis in supporting an off-shore manufacturing facility.

PHYSICAL DEMANDS  The employee is regularly required to sit; use hands and fingers, handle or feel objects, talk, hear, and see. The employee must occasionally lift and/or move up to 25 pounds, stand, walk, climb, balance, stoop, kneel, crouch, crawl, or reach with hands and arms. The environment is fast-paced; time pressured, and requires accuracy. The employee will regularly multi-task between projects, be required to move throughout the office building, and effectively communicate. The normal environment is quiet and typical of an open cubical setting with some areas that may be louder at times.

The statements on this job description are intended to describe the general nature and level of work being performed by incumbents. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required by all incumbents, and all job descriptions are subject to change to accommodate business necessity. In support of KeyTronicEMS’ goals some incumbents may perform other duties as assigned. In addition, all KeyTronicEMS employees are expected to:

- Promote teamwork and cooperative effort
- Help train and give guidance to other KeyTronicEMS employees
- Maintain a clean, safe, and unobstructed work area
- Provide customers with the highest quality of products and service
- Understand and apply appropriate quality improvement processes

KeyTronicEMS is an EOE/M/W/VET/Disabilities employer.

Rev. July 30, 2015