

## STATE OF SOUTH DAKOTA CLASS SPECIFICATION

**Class Title: Production Supervisor/Job Coach**

**Class Code: 51310**

**Pay Grade: GF**

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### **A. Purpose:**

Directs the work of and trains workers with disabilities in community-based job settings or in the production of items or food within a sheltered work area to help workers build confidence and self-esteem while ensuring budget goals and deadlines are met and quality items are produced.

### **B. Distinguishing Feature:**

Production Supervisor/Job Coach works on the floor of a facility directly with the production workers as they prepare products or acts as a job coach in an institution or community-based employment activity outside a workshop setting.

Industrial Workshop Manager is responsible for marketing services, production planning, cost control, safety compliance, purchase of raw materials, inventory and equipment utilization, and to support meaningful and purposeful employment for the individuals residing in the institution.

### **C. Functions:**

*(These are examples only; any one position may not include all of the listed examples nor do the listed examples include all functions that may be found in positions of this class.)*

1. Plans, organizes, schedules and directs the work of people with disabilities in daily production or community-based employment by encouraging and motivating the workers to work at their capacity.
  - a. Interviews and assigns workers to activities within their capabilities.
  - b. Observes workers performing their assigned tasks and makes on the spot corrections.
  - c. Determines when workers can assume additional duties and responsibilities and makes those assignments.
  - d. Determines when workers need less stressful tasks and makes those assignments.
  - e. Counsels assigned workers on their hygiene, dress, and conduct to instill improved appearance and work ethic.
  - f. Overcomes worker shortage and production schedule default by reorganizing the work force and reassigning tasks.
  - g. Follows workers treatment plans.
  - h. Facilitates interpersonal relationships between employee, coworkers, and employer.
  - i. Provides input to rehabilitation team and follows up on team recommendations.
  - j. Inspects work, products, and production rates to assure quality control and meet deadlines.
  - k. Constantly inspects worker compliance with safety requirements and makes on-the-spot corrections.
  - l. Conducts worker evaluations and prepares progress reports on each worker as required.
2. Trains workers in proper production techniques, safety and equipment operation to ensure client/worker safety and to enhance productivity.
  - a. Trains workers to perform steps necessary to safely perform the task or tasks assigned.
  - b. Trains workers to use complex and dangerous equipment and processes to complete tasks assigned.
  - c. Trains workers to use order tickets to take orders and a cash register to record and

- accept cash for products sold.
  - d. Trains workers to conduct inventories, stock shelves, report shortages of materials and defects in production tools and equipment.
  - e. Trains workers in cleaning and disinfecting surfaces and tools and safe food preparation techniques and equipment servicing needs.
  - f. Listens to workers to detect stress and confusion brought on by the training.
  - g. Relieves workers of attending training when stress levels increase.
  - h. Returns workers to units when necessary.
3. Determines production materials needs and orders materials to ensure production can be maintained.
    - a. Reviews facility master schedule to anticipate special production requirements.
    - b. Prepares production schedule and product preparation.
    - c. Determines materials needed to accomplish schedule and output.
    - d. Prepares orders and deals with local vendors to obtain needed materials and supplies.
    - e. Checks supplies and materials to ensure freshness and quality of purchases.
    - f. Maintains inventory of supplies and materials.
    - g. Revises production schedule and product preparation to address worker shortages without defaulting on production goal.
    - h. Analyzes production plans against historical sales data in order to assure management that receipts will cover supplies and materials costs.
  4. Conducts production operations and worker training so that work and training site comply with state and industry requirements and pass state inspectors visits and checks.
  5. Maintains records and prepares reports to comply with facility policies.
    - a. Maintains material, supply, tool and equipment inventories.
    - b. Use prescribed forms to prepare production schedule.
    - c. Save cost to sales computations used to determine the product to prepare for the day's sales.
    - d. Check incoming invoices and forward to the business manager.
    - e. Show percent of waste for products provided for sale.
    - f. Maintains sales receipts and forwards them to the business manager.
    - g. Maintains worker time sheets and submits weekly time sheets to the business manager.
    - h. Provides written reports as required and special reports as requested.
  6. Performs other work as assigned.

#### **D. Reporting Relationships:**

Reports to a Program Director. Typically does not supervise career service or temporary employees, but the incumbent does provide work direction to workers in a community-based work setting or workshop.

#### **E. Challenges and Problems:**

Challenges include selecting a suitable job for a worker with a disability and motivating workers to move forward with the training in the midst of stressful work conditions and new learning experiences. This is a challenge, because the workers are on medications and subject to sudden emotional and sometimes physical crises that render them unable to continue a task.

Also challenging is maintaining expected production in an environment where the production is expected and depended upon but the presence of the workforce is tenuous at best.

Typical problems include accommodating absenteeism and late materials to meet deadlines as well as ensure that production costs do not exceed sales.

#### **F. Decision-making Authority:**

Decisions include intervention strategies to assist workers in dealing with emotional and physical problems in addition to work requirements; minor modifications for reasonable accommodations; production techniques, schedules, and rates; priority of jobs; product preparation timing; work schedules and shift switches; which worker to assign to which job; how many workers are needed to accomplish a job; what supplies, materials, tools and equipment to use to accomplish a job; whether a worker is working at capacity or showing signs of stress or disorientation; when safety and health conditions are violated; contents of contracts negotiated with local vendors; and motivation methods and techniques to use.

Decisions referred include determining training sites and locations, extent of equipment repair, quality standards, approval of leave, and employee evaluations.

#### **G. Contact with Others:**

Daily contact with workers to supervise their work and to ensure production goals are met. Weekly contact with local vendors to order and receive supplies and materials, and with the rehabilitation team to provide input on worker progress.

#### **H. Working Conditions:**

The floor of a production facility and operating tools and equipment which could result in injury if used improperly. Incumbents must follow safety and health standards and ensure those they train and direct do the same. Some workers have emotional problems and can strike out or become assaultive.

#### **I. Knowledge, Skills and Abilities:**

Knowledge of:

- production techniques;
- record keeping;
- commercial cooking equipment;
- effective methods of motivation;
- the limitations and capacities of individuals with emotional challenges and disabilities.

Skill to:

- operate various types of commercial and home product preparation tools and equipment;
- trouble shoot and service various types of commercial and home product preparation tools and equipment.

Ability to:

- prepare products typical of the production facility;
- manage a budget;
- manage an inventory;
- motivate and direct the work of others;

- communicate information clearly and concisely;
- plan, organize and schedule workloads;
- reorganize and reschedule workloads and reprioritize the production schedule.