

**OCCUPATIONAL DEVELOPMENT CENTER, INC.  
JOB DESCRIPTION**

**Job Title:** Operations Assistant

Approved by: \_\_\_\_\_

**Salary Range:** Unclassified

Date: \_\_\_\_\_

**Supervised By:** Division Manager

**Supervises:** None

**Personnel Classification:** Support Staff

**GENERAL DESCRIPTION**

The Operations Assistant will be responsible for maintaining a high level of support and integrity within the facility that contributes to a safe, orderly, and productive work environment. Responsibilities include manufacturing floor assistance, customer service, logistics planning that supports manufacturing schedules, participation in planning activities to support inventory accuracy, sales forecasting, and cost containment.

**KNOWLEDGE & EXPERIENCE**

Associate degree in a related manufacturing or operations field preferred. However, four (4) years of demonstrated experience will be considered. Knowledge of inventory control procedures (i.e., receiving, shipping, and inventory verification) and production techniques including quality control. Experience or understanding of purchasing and customer service. Manufacturing floor experience.

**SKILLS & ABILITIES**

Proficient computer skills with the ability to learn new software programs. Strong planning, organizational, verbal and written communication skills are expected. Physical ability to work on the manufacturing floor. Demonstrated ability to coordinate multiple project plans while meeting time and budget expectations. The ability to deal with conflicting interests of production personnel and suppliers is necessary. Ability to adjust schedules to meet deadlines.

**OTHER QUALIFICATIONS**

Works in a manner that promotes a team environment. Shares information and assists others in any way necessary to assure department goals. Willingness to obtain Forklift Certification and MN DOT Health Card. CPR and First Aid Certification would be beneficial. Employment will be contingent on successful completion of a Department of Human Services Background Study. Employment will also be contingent on producing and maintaining a valid driver's license, with an insurable, unrestricted driver's record that meets the requirements of ODC's insurance providers.

**COMMENTS**

Actively support the Mission and Vision of ODC and adhere to the Standards of Behavior by; demonstrating sensitivity, respect, and an understanding of the needs of individual employees; embracing the cultural diversity of experiences and knowledge among the people we work with; serving as a positive role model; maintaining employee confidentiality; and complying with organizational policies and procedures.

Job descriptions are considered to be classification and recruiting tools and are not intended to limit the assignment of work.

Operations Assistant Job Description

**SPECIFIC DUTIES AND RESPONSIBILITIES**

1. Provide and maintain quality customer service to all company customers, vendors, and business partners through daily correspondence via phone, email, EDI systems and in-person inquiries.
2. Develop constructive business relationships and communicate effectively with vendors regarding purchase orders, material costs, materials received and related discrepancies.
3. Perform all required daily activities in the inventory control system including, sales entry, manufacturing builds, purchase orders, packing slips, invoicing, shipping, receiving and bill of materials.
4. Assist on the manufacturing floor at the direction of the Production Supervisor including but not limited to product processing, equipment operation, shipping and receiving.
5. In collaboration with the Division Manager and/or Production Supervisor, assist with general maintenance and troubleshooting needs.
6. Supervise material recordkeeping in relation to production activity, material consumption and flow.
7. Coordinate daily delivery of finished products to customers and raw materials from vendors.
8. Assist with cost comparisons of raw materials, production supplies and cycle times.
9. Provide inventory assistance by performing cycle counts on a regular basis to ensure that physical environment matches inventory control system.
10. Participate in the safety program and help to enforce safety standards.
11. Serve as a backup to the Division Manager and department supervisors in their absence.
12. Perform other duties as assigned and as changing conditions require, and new opportunities arise.

**I have reviewed these job requirements and verify that I can perform all essential functions of this position.**

\_\_\_\_\_  
**Signature**

\_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_  
**Date**

**Occupational Development Center, Inc.**  
**Analysis of Essential Job Functions and Demands of the Position**

Position: Operations Assistant

Rev. 05/24

<b>Ratings used for this Analysis:</b>	Constantly	= Two-thirds time or more	Seldom	= Less than one-third time
	Frequently	= One-third to two-thirds time	Never	= Non-existent
	Occasionally	= Up to one-third time		

The following are averages based on all ODC divisions. If changes are needed to meet the specific needs of a division, please make changes to rating and/or comments and initial.

	<b>C</b>	<b>F</b>	<b>O</b>	<b>S</b>	<b>N</b>	<b>Comments</b>
<b>A. <u>PHYSICAL ACTIVITY</u></b>						
1. Standing	_____	<b>X</b>	_____	_____	_____	_____
2. Walking	_____	<b>X</b>	_____	_____	_____	_____
3. Sitting	_____	_____	<b>X</b>	_____	_____	_____
4. Lifting up to 10 lbs.	_____	<b>X</b>	_____	_____	_____	_____
5. Lifting up to 20 lbs.	_____	<b>X</b>	_____	_____	_____	_____
6. Lifting up to 30 lbs.	_____	<b>X</b>	_____	_____	_____	_____
7. Lifting up to 40 lbs.	_____	<b>X</b>	_____	_____	_____	_____
8. Lifting up to 50 lbs.	_____	_____	<b>X</b>	_____	_____	_____
9. Lifting over 50 lbs.	_____	_____	<b>X</b>	_____	_____	_____
10. Climbing	_____	_____	<b>X</b>	_____	_____	_____
11. Stooping	_____	_____	<b>X</b>	_____	_____	_____
12. Crouching	_____	_____	<b>X</b>	_____	_____	_____
13. Kneeling	_____	_____	<b>X</b>	_____	_____	_____
14. Crawling	_____	_____	_____	<b>X</b>	_____	_____
15. Turning/Twisting	_____	<b>X</b>	_____	_____	_____	_____
16. Bending at Waist	_____	<b>X</b>	_____	_____	_____	_____
17. Reaching	_____	<b>X</b>	_____	_____	_____	_____
18. Finger Dexterity	_____	<b>X</b>	_____	_____	_____	_____
19. Eye-Hand Coordination	<b>X</b>	_____	_____	_____	_____	_____
20. Foot-Hand-Eye Coordination	_____	<b>X</b>	_____	_____	_____	_____
21. Driving	_____	_____	_____	_____	_____	_____
Car	_____	_____	<b>X</b>	_____	_____	_____
Van	_____	_____	_____	_____	<b>X</b>	_____
Bus	_____	_____	_____	_____	<b>X</b>	_____
Delivery Truck	_____	_____	<b>X</b>	_____	_____	_____
Forklift	_____	<b>X</b>	_____	_____	_____	_____
22. _____	_____	_____	_____	_____	_____	_____
23. _____	_____	_____	_____	_____	_____	_____
24. _____	_____	_____	_____	_____	_____	_____
25. _____	_____	_____	_____	_____	_____	_____
<b>B. <u>USE OF SENSES</u></b>						
1. Speech						
Ordinary Conversation	<b>X</b>	_____	_____	_____	_____	_____
Telephone Conversation	_____	<b>X</b>	_____	_____	_____	_____
2. Hearing						
Ordinary Conversation	<b>X</b>	_____	_____	_____	_____	_____
Telephone Conversation	_____	<b>X</b>	_____	_____	_____	_____

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<b>C</b>	<b>F</b>	<b>O</b>	<b>S</b>	<b>N</b>	<b>Comments</b>
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**C. ENVIRONMENTAL CONDITIONS**

1. Work Area					
Inside	<b>X</b>				
Outside			<b>X</b>		
2. Works alone			<b>X</b>		
3. Works with others	<b>X</b>				
4. Works around others	<b>X</b>				
5. Verbal contact w/others	<b>X</b>				
6. High (85+) Temperature			<b>X</b>		<b>Summer months</b>
7. Low (50-) Temperature				<b>X</b>	
8. Noise					
Especially High Level (+85 d)			<b>X</b>		
9. Unavoidable Hazards					
Mechanical			<b>X</b>		
Electrical			<b>X</b>		
Moving Objects			<b>X</b>		
Heights				<b>X</b>	
Cramped Quarters				<b>X</b>	
Other (specify) _____					

**D. ATMOSPHERIC CONDITIONS**

1. Fumes			<b>X</b>		
2. Odors			<b>X</b>		
3. Dusts		<b>X</b>			
4. Smoke				<b>X</b>	
5. Gases				<b>X</b>	
6. Oil/Grease			<b>X</b>		
7. Other (specify) _____					

**E. OTHER CONSIDERATIONS**

- Is this position closely, moderately, or minimally supervised? Please explain: **Moderately supervised. Performs duties independently with regular communication with Division Manager.**
- Does this position have access to confidential information? Yes **X** No      If yes, please explain: **Internal customer schedules, financial information.**

**E. OTHER CONSIDERATIONS continued**

3. Check any of the following factors that are important to successful performance in this position:

Math and Calculation	<u>  X  </u>	Writing:	
Problem Solving	<u>  X  </u>	Simple	<u>  X  </u>
Reasoning & Analyzing	<u>  X  </u>	Complex	<u>  X  </u>
Interpersonal Skills	<u>  X  </u>	Communication Skills	<u>  X  </u>
Reading & Proofreading		Dexterity (skill and ease in using hands, mental skill or quickness)	
Simple	<u>  X  </u>		
Complex	<u>  X  </u>		<u>  X  </u>
Other (specify)			
Blueprint Reading	<u>  X  </u>		
_____	<u>      </u>		

Describe the requirements of this position that make these factors important: Refer to job description

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4. Are there particular working conditions associated with this position which should be noted such as working environment, hours of work, travel, work space, etc.? Yes   X   No      If yes, please explain:  
**May require working in extreme conditions (outdoors) and flexible hours based on production demand or schedules.**

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I have read and understood the Operations Assistant Job Description along with the Essential Job Functions and Demands of the Position.

Employee Signature \_\_\_\_\_ Date \_\_\_\_\_  
Supervisor Signature \_\_\_\_\_ Date \_\_\_\_\_