



Job Description  
Business Services  
Position title: Production Coordinator

**POSITION:** Production Coordinator  
**DIVISION:** Business Services  
**REPORTS TO:** Production Manager  
**SUPERVISORY RESPONSIBILITY:** Supported Employees  
**ISSUE DATE:** September 2019

<b>Our Mission:</b> Enabling opportunities for Choice, Inclusion and Achievement for people with disability and their families and carers	<b>Our Core Values:</b> We put people first We are one team We are all accountable We strive to always do it better We are inspired by challenges We make ethical and sustainable decisions
---	---

**1. Position Purpose**

To coordinate and optimise site operations;

- Ensure all day to day operations run smoothly and efficiently.
- Ensure production processes are efficient and manned adequately.
- Ensure efficient production planning in coordination with the Production Manager.
- Ensure Quality accreditation is maintained- HACCP, ISO9001.
- To support DSA's journey towards true Personalisation. Personalisation is about putting people with a disability firmly in the driving seat, building a system of care and support that is designed with their full involvement and tailored to meet their own unique needs.
- To support DSA's Customer Service charter and objectives

**2. DUTIES / RESPONSIBILITIES**

**Leadership and direction for staff**

- Provide leadership employees on site ensuring a harmonious, safe productive work environment free from harassment, bullying and discrimination.
- Provide direction to employees on a day to day basis on work flows and priorities.
- Develop the capability of employees.
- Implement people management strategies as required, including performance management processes.
- Promote commitment to quality processes.

**Production planning and inventory management**

- Plan and coordinate product flow and inventory.



Job Description  
Business Services  
Position title: Production Coordinator

- Manage customer time frames and order priorities. Inform the Production Manager of any changes or issues with the process.
- Ensure customer expectations are managed and met.
- Establish and maintain efficient inventory and storage management.
- Set up assigned customer orders (ensuring all first off samples are correct). Provide training in work skills and machinery use.
- Ensuring all-relevant paper work is completed as required.
- Ensure each job is fully understood and instructions to employees is conveyed in a proper manner
- Complete all necessary paperwork, including delivery dockets, job sheets, daily receiving register, material requirement sheets and job costing analysis.

#### **Customer service and management**

- Maintain a clear understanding of all job specifications.
- Respond to customer queries when required.
- Ensure effective handling of customer complaints (as passed on)

#### **Plan and implement quality and efficiency improvements**

- Monitor production quality, accuracy and delivery timeframes. Identify avenues for improvement and make recommendations to your Production Manager.
- Develop and maintain efficient and effective production procedures and inventory management reporting systems. Provide training on procedures and systems as required.
- Make recommendations regarding improving work safety conditions to your Manager.
- Implement and maintain Quality Assurance / Quality Control procedures.
- Coordinate, set up and implement standard operating procedure for all production operations.
- Make sure that products are produced on time and are of superior quality.

### **3. WORKPLACE HEALTH AND SAFETY (WH&S) RESPONSIBILITIES**

- At all times work in a safe manner, and in accordance with DSA's WH&S policies, procedures and relevant work instructions.
- Report immediately to your reporting manager any hazards that may cause a risk in the workplace.
- Take immediate and appropriate action to eliminate or control any imminent risk observed in your workplace, and report the issue and action to your reporting manager.
- Observe safe systems of work and apply these to all employees, staff, contractors, service users and visitors to DSA premises and sites.
- Immediately report any injury sustained at work, or whilst journeying to or from work, to your reporting manager. Complete the on-line register of injuries.



Job Description  
Business Services  
Position title: Production Coordinator

- Maintain an effective working knowledge of DSA's WH&S policies and procedures.

4. **OTHER**

- Adhere to the policies and procedures of the organisation and all relevant legislative requirements.
- Undertake other duties as requested by your manager.
- The position is Monday – Friday with one rostered monthly Saturday and 2-3 public holiday days in a calendar year.



Job Description  
Business Services  
Position title: Production Coordinator

- Participate in meetings as required.
- Participate in quality reviews as requested.
- Participate in staff training and development as required.

I, the undersigned, have read, understood and agree to the duties of Production Coordinator as contained in this job description.

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date