

CLASSIFICATION SPECIFICATION

Manufacturing Extension Partnership Specialist II

FT/PT Class Code: 3049, 3549 Pay Grade: B/C 20 FLSA: Exempt Rev. 10/31/16

SUMMARY STATEMENT: An incumbent is responsible for providing information and guidance regarding appropriate manufacturing business practices, for managing projects, and for overseeing the procurement and implementation of consultant services for Delaware Manufacturing Extension Partnership (DEMEP) manufacturing clients.

NATURE AND SCOPE:

An incumbent typically reports to an administrative supervisor and may supervise and/or train personnel. An incumbent provides expertise in a specialty area(s) such as Lean Manufacturing, Quality Management Systems, Human Resources, Information Technology, Marketing and Strategic Planning, Financial Planning and Assistance, etc. A significant aspect of this work is to interact with manufacturing clients to understand their manufacturing processes, technologies and business practices and to provide information and guidance regarding DEMEP services. An Incumbent identifies needs and develop action plans for manufacturers to improve the efficiency and effectiveness of their operations.

PRINCIPAL ACCOUNTABILITIES:

An incumbent may perform any combination of the below listed accountabilities:

1. Interacts with manufacturing clients to understand their manufacturing processes, technologies and business practices and to provide information and guidance regarding DEMEP services such as Lean Manufacturing, Quality Management Systems, Human Resources, Information Technology, Marketing and Strategic Planning, Financial Planning and Assistance, etc.
2. Conducts business and operational assessments of manufacturers to identify needs and establishes action plans to address those needs.
3. Manages projects for individual manufacturers to ensure high quality and timely completion. Identifies and coordinates the implementation of any consultant services needed and ensures that project remains within budget.
4. Develops and conducts seminars and/or workshops to build awareness among manufacturers of new technologies and business practices and to establish networks of manufacturers with common issues and/or needs.
5. Acts as a liaison between manufacturers and the National Institute for Standards and Technology (NIST), trade organizations, State education and economic development groups, and others. Responsible for design and development of new DEMEP product offerings in the field of manufacturing.
6. Researches national publications, federal and State guidelines, trade journals, etc., to remain current in technologies and business practices in assigned area(s) of expertise.

PRINCIPAL ACCOUNTABILITIES, cont'd:

7. Prepares a variety of reports, technical articles for publication, and technical input for brochures and flyers.
8. Prepares grant applications and develops written proposals and contracts.
9. Develops future business through networking with existing and potential clients during cold calls, public events, and historical project follow-up discussions. Promotes employee engagement and drives results.
10. Supervises and/or trains personnel as assigned.
11. Performs other related duties as required.

KNOWLEDGE, SKILLS, AND ABILITIES:

- ◇ Knowledge of manufacturing technologies and business practices.
- ◇ Knowledge of data processing, spreadsheet, and presentation software (e.g. Microsoft Office).
- ◇ Knowledge of relevant State and federal policies, procedures, and regulations regarding manufacturers.
- ◇ Advanced level of Lean understanding and applications of principles.
- ◇ Excellent critical and analytical thinking skills.
- ◇ Excellent written and oral communication skills and effective interpersonal skills.
- ◇ Excellent presentation skills for the instruction of large groups and facilitation of group events.
- ◇ Skill in conducting business and operational assessments.
- ◇ Ability to interact effectively with all levels of the operations.
- ◇ Ability to develop course materials in area(s) of expertise for enhancing current services.
- ◇ Ability to communicate effectively orally and in writing.

MINIMUM QUALIFICATIONS:

- ◇ Bachelor's degree in a relevant field and four (4) years of manufacturing experience; or other equivalent combination of education and experience. Experience should include experience in Continuous Improvement and Event facilitation and experience in Lean training and kaizen event facilitation with value stream mapping, Kanban implementation, standardized work, SMED and 5S.