



Policy & Procedures Manual	Job Descriptions	January 26, 2020
Production Shift Supervisor		

Position Summary

Reporting to the Production Manager, the Production Supervisor is responsible for upholding excellence in a complex and high-speed production line for the manufacture of milk powder products including infant milk powders. The Supervisor is responsible for training, coaching and working with operators on the production line in order to meet production targets and uphold the highest quality standard.

The Production Supervisor coordinates the activities of all production team members and implements the daily production plans, using root cause analysis to troubleshoot problems. The Shift Supervisor provides oversight of their assigned production area, communicating frequently with the Production Manager, Production Planner, Production Documents Coordinator and On-line Quality Assurance Technicians. The Shift Supervisor is responsible for frequent communication with Engineering, Maintenance and Quality Assurance to improve production processes.

A proven leader, the Supervisor ensures all activities are done safely and respect all food safety and quality standards while maintaining a good working environment.

Working Conditions

Shift work will be required when production begins. Schedules are yet to be determined, and will include evenings, weekends and over-night work.

Working conditions are normal for a manufacturing environment. Work involves frequent lifting of materials and product up to 50 pounds. Machinery operation requires the use of safety equipment to include but not limited to; eye safety glasses, hearing protectors, work boots, and hardhats. Loose fitting clothes and jewelry are not permitted.

Must be able to lift weights that may exceed 25 Kg.

Key Duties and Responsibilities

1. Provide leadership and supervision to staff by providing work direction, performance feedback, and recommendations for training and development;
2. Promote a positive working environment, including continuously improving/maintaining the team culture and establishing high levels of employee involvement;
3. Ensure relevant OSHA regulations are fully complied with, including personal protective equipment, fall protection, forklift and hazard communication requirements;
4. Thoroughly investigate all accidents and complete accident report on the date of occurrence;
5. Ensure GMP and S.O.Ps are adhered to at all times, and that all products consistently meet specifications.

6. Ensure planning and effective implementation of sanitary/mechanical maintenance and preventive maintenance programs and schedules to facilitate optimum process department performance by performing onsite verification on SAP work orders.
7. Establish procedures for consistent start-up, shutdown, and clean-up of each process;
8. Troubleshoot milk receiving, process, pre-treatment, evaporation and drying areas by identifying and analyzing process problems and advising and guiding processing operators on action required to resolve process system malfunctions in order to ensure efficient running of the plant;
9. When assigned, ensure timely and thorough sanitation of all equipment and facilities to allow for efficient and on-time production start-up and delivery of products to customers;
10. Follow and administer Quality Policies and Procedures including food safety, HACCP, POGS, traceability, and production hold investigations;
11. Partner with maintenance personnel to improve efficiency and UPTIME in the line;
12. Evaluate and assess employees to determine training needs and develop employees to improve their knowledge and application of process sustainability tools;
13. Ensure that all department employees are properly oriented and trained;
14. Support operators to troubleshoot equipment if an error is encountered;
15. Other duties may be assigned.

Job Requirements

Education: Bachelor's Degree in industrial engineering, automated production engineering, food engineering or other relevant discipline

Experience: 5 + years of experience in a manufacturing environment; minimum of 4 years of experience in dairy processing with 2 years in a supervisory role.

HACCP exposure required

Knowledge, Skills and Abilities

- Prior technical experience in processing and packaging in food manufacturing is desired
- Exceptional English communication (verbal and written) skills required
- Excellent interpersonal and communication skills and ability to influence without authority is required
- Demonstrated ability to lead and provide direction to teams is required
- Demonstrated ability to coach and develop teams is required
- Must be able to work any shift, weekends and overtime as needed
- Certified and/or experienced in the supervisory responsibilities under WSIB, OSHA, and First Aid an asset
- Very strong knowledge of processing equipment and automation
- Strong interpersonal, verbal, and written communication skills
- Strong analytical, problem solving, and decision-making skills



- Capacity for learning and mastering technology and mechanical challenges in food manufacturing
- Team facilitation/leadership skills and commitment to employee development and continuous improvement methodologies

Other Skills and Abilities

- Proficient in Microsoft Office Suite applications
- Experience implementing ERP systems

Disclaimer

Because of the changing nature of work and work to be done, this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities required of the incumbent. The incumbent may be asked to perform other duties as required.