

JOB TITLE: Production Supervisor

CLASS: Management

CATEGORY: At-will

STATUS: Full-time, Exempt

BENEFITS: Eligible

REPORTS TO: Director of Production

SALARY RANGE: \$30,000-\$38,000 (initial salary ordinarily not more than median)

LAST UPDATED: February 7, 2013



JOB SUMMARY:

The Production Supervisor is responsible for the effective and efficient production of devices outside of the established Build volunteer program. This position works closely with the Director of Production. The incumbent will be expected to achieve stated production goals as well as recommending improvements to the assigned work areas and identifying promising new production streams. The current assigned work areas are Laptops, Macintoshes and Servers.

DETAILED ESSENTIAL RESPONSIBILITIES:

- Hire, train, evaluate, mentor and discipline up to 3 FTE.
- Set regular schedules and daily breaks for all assigned work area shifts, including interns.
- Report production numbers and all other relevant metrics and analyses to the Director of Production accurately and in a timely fashion.
- Work with production staff to maximize production within established guidelines for volunteer education and environmental responsibility.
- Work with public services staff to align inventory levels and technical specifications with community needs and Free Geek capabilities.
- Coordinate with operations staff to remain informed about hardware donation trends.
- Maintain high standards of quality for all devices produced in assigned work areas.
- Train, supervise, schedule, coordinate and motivate volunteers.
- Other duties as assigned.

REQUIRED SKILLS, KNOWLEDGE AND ABILITIES:

- Ability to maintain a calm, positive and professional attitude in a sometimes chaotic environment.
- Ability to effectively guide and direct the work of employees with a narrow range of duties and skill levels.

- Ability to effectively manage a narrow range of projects and activities at one time.
- Some motivation and aptitude for self-directed learning.
- Availability during Free Geek hours of operations including morning and occasional evening meetings as required.
- Two years of full-time tech support, computer repair or comparable service.
- One year of supervisory experience.
- Intermediate to advanced knowledge of computer hardware.
- Basic to intermediate knowledge of Linux operating systems.
- Prior technical experience directly relevant to assigned work areas.
- Ability to research and answer complicated technical questions regarding hardware in assigned work areas.
- Proficiency with using standard office software.
- Experience working with volunteers.
- Excellent written and verbal communication skills.
- Ability to lift and carry up to 40 pounds on a regular basis.
- Aptitude for and enjoyment of helping people.
- Fluency in spoken and written English.
- Good interpersonal skills.
- Ability to learn Free Geek documentation tools.
- Reliability and punctuality.
- Ability to consistently follow policies and procedures.
- Ability to remain flexible about duties and expectations as Free Geek grows and changes.

DESIRED SKILLS, KNOWLEDGE AND ABILITIES:

- Fluency in another language besides English.
- Demonstrated confidence and competence working with diverse populations.
- Previous Free Geek work or volunteer experience.
- 2-4 years of supervisory experience.
- Intermediate to advanced knowledge of Linux operating systems.
- Demonstrated proficiency with diagnosing, troubleshooting and repairing Apple products.