

JOB TITLE: Production Apprentice 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: September 5, 2013



JOB SUMMARY:

The Production Apprentice Supervisor is responsible for the effective and efficient management and integration of apprentices, volunteer interns and other learners into the operations of the Production Department. This position works closely with the Director of Production.

DETAILED ESSENTIAL RESPONSIBILITIES:

- Hire, train, evaluate, mentor and discipline up to 3 FTE.
- Hire, train, evaluate, mentor and discipline volunteer interns including those paid by outside agencies.
- Set regular schedules and daily breaks for all apprentices and volunteer interns in the Production Department.
- Ensure the proper training of all new production staff, including direct instruction as appropriate.
- Report all 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.
- Coordinate with operations staff to remain informed about hardware donation trends.
- Maintain high standards of quality for all devices produced in assigned work areas.
- Establish and maintain strong, mutually beneficial relationships with vocational and technical educators and related employers in the Portland metro area.
- Participate in general Production Staff duties.
- 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.
- Motivation and aptitude for self-directed learning.
- Availability during Free Geek hours of operations including morning and occasional evening meetings as required.
- One year 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.
- Basic knowledge of Portland metro area technical job markets.
- 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.
- 2-4 years of full-time tech support, computer repair or comparable service.
- Intermediate knowledge of Portland metro area technical job markets.
- Intermediate to advanced knowledge of Linux operating systems.