

## JOB DESCRIPTION

TITLE: Service/Production Manager

FUNCTION:

HAS SUCH DUTIES AS:

1. Is responsible for management of Service/Production staff including hiring, termination, assessment, scheduling and distribution of work to Service Techs.
2. Is responsible for coordinating service and production appointments in house and off site.
3. Designs and fabricates custom items for clients.
4. Is responsible for insuring that all work is completed in accordance with all applicable laws, rules, statutes, requirements (e.g., OSHA, Ohio Department of Commerce, etc.).
5. Is responsible for insuring adherence to all Organization policies and procedures and provides input regarding the same to the IOP Committee, when necessary.

POSITION REQUIREMENTS:

1. High School Diploma
2. Previous management experience preferred.
3. Previous technical and/or production experience required.
4. Familiarity with the health care industry a plus.



- 5) Insures that all technicians complete work according to schedule.
- 6) Completes employee orientations within one week and employee evaluations within 30 days of the employees anniversary date.

**Supportive Documentation and Comments:** \_\_\_\_\_ **Total Points:** \_\_\_\_\_

\_\_\_\_\_ **Average:** \_\_\_\_\_

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**Knowledge of Job:**

0    1    2    3

- 1) Demonstrates understanding of service and production method, Service policies and procedures and Organization processes.
- 2) Understands employee needs.
- 3) Demonstrates employee management skills.
- 4) Demonstrates awareness and understanding of job description and job responsibilities.
- 5) Attends staff meeting and provides input at the same.
- 6) Demonstrates understanding of collaborative work and management.

**Supportive Documentation and Comments:** \_\_\_\_\_ **Total Points:** \_\_\_\_\_

\_\_\_\_\_ **Average:** \_\_\_\_\_

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**Judgment and Decision Making:** 0 1 2 3

- 1) Consults with supervisor when unusual or urgent situations occur. Does not make impulsive decisions.
- 2) Insures that correct authorizations are obtained prior to initiating action.
- 3) Commends or reprimands employees at appropriate times and does so objectively.
- 4) Is able to make critical decisions if called upon to do so or if a situation necessitates such decisions to be made.
- 5) Returns all phone call and follows up with clients, salesman and manufacturers, as requested.

**Supportive Documentation and Comments:** \_\_\_\_\_ **Total Points:** \_\_\_\_\_

\_\_\_\_\_ **Average:** \_\_\_\_\_

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**Reliability and Initiative:** 0 1 2 3

- 1) Arrives on time at start of the work day.
- 2) Returns promptly from lunch/breaks.
- 3) Provides proper notification for scheduled absences.
- 4) Follows procedures for reporting tardiness.
- 5) Attends to personal affairs without letting them disrupt work schedule.
- 6) When requested, is willing to work additional hours.
- 7) Recognizes the needs for and performs additional, unassigned tasks.
- 8) Helps coworkers.
- 9) Maintains work area in an orderly manner.

**Supportive Documentation and Comments:** \_\_\_\_\_ **Total Points:** \_\_\_\_\_

\_\_\_\_\_ **Average:** \_\_\_\_\_

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PERFORMANCE EVALUATION SUMMARY SHEET

POSITION: \_\_\_\_\_

	QUALITY OF WORK	QUANTITY OF WORK	KNOWLEDGE OF JOB	JUDGMENT AND DECISION MAKING	RELIABILITY AND INITIATIVE	OVER ALL RATING
# OF POINTS						
# OF STANDARDS						
AVG.						

Developmental Goals & Training needs:

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Employee Comments:

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Supervisor Comments:

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Supervisor Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_