

1.0 Job Summary

Responsible for providing timely customer service, conducting home evaluations, installations of ramps and products in the Amramp portfolio, assisting with production when necessary, supporting the maintenance and upkeep of equipment and machinery in the commercial area, pick up and delivery of commercial products from customer facilities. Responsible for operational support aspects of Pathfinder OutSource Manufacturing & Amramp in North Eastern Indiana and beyond.

2.0 Job Duties

- 2.1. Conduct and manage evaluations - operations consistent with the overall mission of Pathfinder AmRamp. Assist with in-services, customer support and referral building.
- 2.2. Support commercial operations including the Amramp division and enhancement activities from conceptualization, planning, home evaluations and installations.
- 2.3. Function as a point-of-contact/liaison with external customers when conducting evaluations and transporting materials to and from commercial customers.
- 2.4. Continual development and implementation of effective operational plans in regards to cost effective ramp and accessibility product solutions for those in need.
- 2.5. Make system and product recommendations and adjustments as needed in compliance with the guidelines and standards of Amramp and OutSource Manufacturing.
- 2.6. Monitor, set goals and attain action plans.
- 2.7. Ensure compliance with ADA, DOL, ISO, OSHA, and all other Federal, State and local government regulations and standards.
- 2.8. Assure the timely and accurate completion of all paperwork.
- 2.9. Manage and execute technical product expertise in commercial area. Incumbent will drive truck, van and car as needed for pickups and deliveries and fuel accordingly.
- 2.10. Prepares finished goods for shipment; this includes banding or boxing as appropriate, a quality check, and loading and unloading product utilizing a high lift and a pallet truck when necessary.
- 2.11. Assists in maintaining minimum inventories by recording receipt of incoming materials and implementing necessary inventory control measures.
- 2.12. Maintains logs of all mileage covered and a recipient service log as required by Pathfinder Services policy with the assistance of staff.
- 2.13. Performs material handler duties including unloading product from truck, positioning it on the work floor, setting up jobs and installing ramps.
- 2.14. Performs production duties and assists with quality measures involving the operation of machines i.e.; splitter, rivet machine, binder equipment, skin packer, die cutter and computer and other machinery as necessary.
- 2.15. Cover for Production Manager as needed.

3.0 General Duties

- 3.1 Maintain professional, timely, and cooperative communications between all other service areas.
- 3.2 Sets and achieves short term and long term goals relevant to overall outcome objectives.
- 3.3 Attend all such meetings, conferences and training sessions which are necessary to meet the responsibilities of the position as delineated herein.
- 3.4 Constant competitive analysis.
- 3.5 Lead installations acting solely when applicable and in coordination as a team lead when necessary.
- 3.6 Works hand in hand with the warehouse to assure inventory controls, refurbishment, and closets are well maintained.
- 3.7 Meets all aspects of the Employee Handbook and Policy Manual.
- 3.8 Performs all other duties as required.

4.0 Essential Psychological Factors

- 4.1 Makes mission minded decisions that have impact upon the lives of others.
- 4.2 Handles several tasks simultaneously, meeting designated time lines while demonstrating strong organizational skills.
- 4.3 Works independently, with limited supervision requirements.
- 4.4 Performs repetitive tasks.
- 4.2. Frequently under pressure to meet deadlines and quotas.
- 4.3. Makes decisions that have a significant impact upon the lives of others.
- 4.4. Works independently, with very little supervision.
- 4.5. Duties must be performed precisely.
- 4.6. Works in an isolated environment.

5.0 Physical and Environmental Factors (Occasionally = 1-2.5 hrs/day;
Frequently = 2.5-5.5 hrs/day; constantly = 5.5 + hrs/day)

- 5.1 Standing – Occasionally
- 5.2 Walking – Frequently
- 5.3 Sitting – Frequently
- 5.4. Pushing/pulling-occasionally, 50+ lbs. force 150 feet
- 5.5. Lifting-occasionally, 60+ lbs.
- 5.6. Carrying-occasionally, 50+ lbs.
- 5.7. Stooping – Frequently
- 5.8. Reaching – Frequently
- 5.9. Talking – Frequently
- 5.10. Hearing – Frequently
- 5.11. Noise – Moderate
- 5.12. Odors – Occasionally
- 5.13. Motor Vehicles Driven – Frequently

6.0 Relationships

- 6.1 Report to the Sales & Operations Coordinator.
- 6.2 Works in cooperation with the entire Pathfinder OutSource Manufacturing staff to carry out necessary commercial services.
- 6.3 Is available to assist with planning with commercial team as necessary to drive our products and services forward.
- 6.4 Maintains regular communication with customers, staff, Amramp and supervisor.

7.0 Qualifications

(The following statements represent the minimum experience and training standards which will be used to screen applicants, provided that equivalent substitutions will be permitted in case of deficiencies in either experience or education.)

- 7.1 Associates degree or above preferred.
- 7.2 Two-plus years experience in assembly, light manufacturing, production and / or equipment handling.
- 7.3 Manufacturing industry experience required.
- 7.4 Experience in construction a plus.
- 7.5 Ability to craft compliant and safe ramp configurations.

- 7.6 Superior customer service skills required.
- 7.7. Ability to communicate effectively, both verbally and in writing, with a diverse group of people.
- 7.8. Valid Indiana Driver's license required chauffeurs license a plus and potentially a requirement.
- 7.9. Ability to lift a weight of 60+ pounds on an occasional basis.
- 7.10. Practical knowledge of machine maintenance.

8.0 Skills and Motivation

- 8.1 Ability to communicate effectively, both verbally and in writing with a diverse group of people.
- 8.2 Desire to make a difference in the world through assisting people.
- 8.3 Self driven, resourceful, creative, and innovative.
- 8.4 Ability to inspire immediate credibility and confidence at all levels both within the organization and in customer venues.
- 8.5 People / team management skills
- 8.6 Program and project management skills
- 8.7 Superior customer service and operational skills
- 8.8 Ability to motivate, develop and lead team.

Product Specialist & Support Manager Date

Senior Director Date
Business Development

Human Resource Director Date