



# CLIENT ADVOCATE NETWORK

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## 070920 – PRODUCTION / PROJECT MANAGER, Santa Ana

### THE IDEAL CANDIDATE

The ideal candidate for this position would have a documented history of architectural sign manufacturing accomplishments. The history should demonstrate the candidate's abilities to mentor and build effective teams that accomplish strategic and tactical goals under the direct supervision of the candidate.

### EXPERIENCE

- Management of custom manufacturing with use of ERP or similar software
- Management of manufacturing floor employees
- Record of reducing lead times and increasing capacity
- Record of process streamlining and quality improvement
- History of strategic planning and implementation

### EDUCATION

- High school graduate
- College beneficial but not required
- Technical training in leadership or custom manufacturing management beneficial but not required

### PERSONAL QUALITIES

- Driver personality
- Can Do! spirit
- Solution oriented
- Team Player

### WHAT THE JOB IS

- Accomplish the daily, weekly, monthly production plan using the company's production management process.
- Create the daily dispatch sheets using the provided weekly milestone chart as your guide. Provide input to Operations for the planning of the weekly and monthly production goals.
- Manage our Underwriters laboratories requirements
- Know the details of all work on the production floor
- Delegate and explains all tasks to technicians.
- Bring a high level of urgency to the production floor everyday and on every job.
- Manage the production staff to ensure that projects are done right, on schedule, within the production time allowed and at our quality standards.
- Be the first point of contact for the production staff on all production issues and Consult with other managers as needed on these issues.
- Provide input to the estimation and drafting departments as needed.
- Maintain organization and cleanliness of production areas.

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- Training of the production staff to understand and support our production management process.
- Establish and maintain quality control in all production departments by adding clearly defined QC checks into our production process.
- Authority over the production staff, this will include interviews, hiring, performance reviews, and firing of staff.
- Participate with the Operations Manager in the performance reviews of the production staff

### HOW THE JOB IS DONE

- You will physically create the daily dispatch forms for the crew from the week milestone chart that the Operations department issues you.
- By organizing the weekly milestone into daily dispatches for the production staff and controlling the outcome.
- By controlling quality, time allowed, and due dates within the production plan. You will keep the plan in place by setting production milestones for jobs and frequently checking in on the staff's progress.
- You will be assigning people to specific jobs.
- You will use your authority to control what done is. Nothing will move to the next station until you are satisfied with the result. You will train all staff to know these standards
- You will set the urgency everyday, day in and day out. Your sense of the company's urgency in production will have a trickle down effect that is reflected in the pace of the shop.
- You will always have in your possession the company's most current commitments which will include hours allowed, due dates, quality.
- You are expected to know the details of every job on the floor. You will get these details from the detailed shop drawings and project "start" meeting that will accompany every project.
- Maintaining quality control in all departments, by continually inspecting and training staff on our quality standards. You will be responsible for quality control from the start of each job to the hand-off to the installers.
- Maintain organization and cleanliness of production areas by creating "clean-up and organize" standards for the production staff and scheduling time for them to maintain those standards
- You must influence the technicians to achieve the company's goals while helping them to understand why we must be focused on hours and quality.
- By working with a pro-company attitude. Your example will influence the production staff to become aligned with the company's goals.
- By answering questions and provide input to both drafting and estimating. This will insure that items are sold and drawn the way you want to run them in the shop.
- By determining ways we can improve the environment in which we work. You will have a forum in which your ideas can be presented and discussed for future implementation.

### HOW YOU NEED TO BE

- Firm but fair with the production crew.
- Solution oriented in your approach to the workload.
- Understand and support the company's approach to running jobs and our production economics.
- Teach and train the employees to understand and support the company's approach to running jobs and our production economics.
- You must be the authority figure for the production crew and continually reinforce and support our production process and economics with them.
- Professional in your appearance and conduct.

## HOW PERFORMANCE IS MEASURED

- This position is measured by results.
- Your performance will be rated with the data collected from the jobs on the production floor. This will include, but is not limited to, total sequences completed in time allowed, total jobs completed in time allowed, the overall quality of projects produced, the number of problems that occur on those projects. Monthly production dollars scheduled vs produced.
- Your performance will also be measured with input from the management staff. This will include, but is not limited to, your management style, your effectiveness in closing the gap in thinking between production and management, the overall effectiveness of the production crew.
- Your skills are expected to be constantly improved and should represent the best available in the industry.
- The pride and ownership you take in your work will be measured as a reflection of your willingness to be an “A-Team” player.
- Every job you touch must be executed with complete support of the “Internal Customer Concept”.
- By being willing and eager to teach others your trade skills and production knowledge.

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To discuss this employment opportunity, please contact:  
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