



HAMMER PACKAGING

Leading with the Right People

Position Description for **ServiceNet Manager**

Reports To: VP of Manufacturing

FLSA: 1

EEO: 1

Job Grade: 9

Last Update: 11/17/2017

Previous Version: 11/28/05

Qualifications:

Education/Certifications:

HS Diploma or equivalent, College Degree preferred

Knowledge/Experience:

3-5 years supervisory experience, Sales/Customer Service preferred

Skills:

Communication (written/verbal), Computer, Organization, Supervision, Critical Thinking

Basic Accountability:

ESSENTIAL RESPONSIBILITIES:

1. Knowledge of, understanding of and compliance to all QOD's (SOP's) that are associated with this job description.
2. Actively participate in Hammer Packaging's Lean, Quality, Product Safety, SQF (Safe Quality Foods), and Workplace Safety Programs.
3. Improve customer service experience, create engaged customers and facilitate organic growth
4. Within the ServiceNet Department foster a culture of accountability and overall organizational teamwork.
5. Improve customer service quality results by studying, evaluating, and re-designing processes; establishing and communicating service metrics; monitoring and analyzing results; implementing changes.
6. Review applications, conduct interviews and on-board new employees and train them based on your expertise and skill set.
7. Knowledge and understanding of the ServiceNet process.
8. Supervise ServiceNet Team Members including coordinating and approving vacation schedules, general payroll reporting duties and annual performance reviews.
9. Periodic review of SN workloads and recommend changes to VP of Manufacturing.
10. Participation in monthly Production Managers meetings.
11. Review all Quality Feedback Records assigned to the ServiceNet department and do full root cause analysis and design complete corrective actions.
12. Act as a liaison between ServiceNet Team members and all other Organizational Departments.
13. Communication of customer expectations to sales and manufacturing



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14. Knowledge and understanding of Hammer Packaging manufacturing capabilities to communicate to customers
15. Knowledge and understanding of Hammer Packaging policies, procedures and terms on condition of sale.
16. Knowledge and understanding customer credit lines, Hammer Packaging invoicing policies and Hammer Packaging basic accounting system (Radius).

GENERAL RESPONSIBILITIES:

17. Timely completion and circulation of customer and internal changes through the change order process when necessary.
18. Communication of actual production schedule to the customer when necessary.
19. Responsible for incoming artwork and files and routing inside and out of all necessary proofs when necessary.
20. Attend daily production meetings to maintain knowledge of job schedule and status.
21. Maintain the Radius database for all the accounts which you are responsible for when necessary
22. Submit accurate, detailed requisition to Supply Chain Manager for processing when necessary
23. Coordinate training for ServiceNet new hires.

Base Training Period (Hours): 173

Working Conditions:

Office Environment



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Service Net Manager

Physical Job Requirements

0: Never, 1: Occasionally, 2: Frequently, 3: Constantly

Office/ Administration/ Management

Production/ Manufacturing

Use of Telephone:	<input type="text" value="3"/>	Standing:	<input type="text"/>
Standing:	<input type="text" value="2"/>	Sitting:	<input type="text"/>
Sitting:	<input type="text" value="2"/>	Kneeling:	<input type="text"/>
Walking:	<input type="text" value="2"/>	Bending Over Sideways:	<input type="text"/>
Lifting up to 10 lbs:	<input type="text" value="1"/>	Climbing Stairs:	<input type="text"/>
Lifting more than 10 lbs:	<input type="text" value="1"/>	Walking:	<input type="text"/>
Keyboarding or Typing:	<input type="text" value="3"/>	Lifting up to 10 lbs:	<input type="text"/>
Viewing Computer Screen:	<input type="text" value="3"/>	Lifting more than 10 lbs:	<input type="text"/>
Public Speaking:	<input type="text" value="1"/>	Lifting more than 50lbs:	<input type="text"/>
Climbing Stairs:	<input type="text" value="2"/>	Lifting more than 100 lbs:	<input type="text"/>
Meeting Participation:	<input type="text" value="2"/>	Exposure to High Speed Moving Parts:	<input type="text"/>
		Exposure to Chemicals:	<input type="text"/>
		Exposure to Chemical Fumes:	<input type="text"/>
		Exposure to Loud Noises:	<input type="text"/>
		Exposure to or Use of Sharp Objects:	<input type="text"/>
		Hand Truck Operation (Electric or Manual):	<input type="text"/>
		Focusing Using a Magnifying Glass:	<input type="text"/>
		Meeting Participation:	<input type="text"/>