



## Manufacturing/Shipping Technician

FLSA: Non-Exempt  
Revision Date: 04/01/2019

Department: Manufacturing  
Reports To: Manufacturing  
Manager

### Job Summary:

The Manufacturing/Shipping Technicians main focus is ensuring customer satisfaction through the accurate and thorough processing of customer shipments. This position is responsible for maintaining proper certifications and clearances to allow SilcoTek® to ship all domestic and international orders flawlessly avoiding customer disappointments. They are also responsible for understanding and being able to assist in other areas of the production process.

### Essential Duties:

1. Process and manufacture products in assigned area to maintain appropriate inventory levels and service back orders in a timely manner as determined by operation requirements. May provide technical training and “hands on” support to others in assigned area when a sufficient level of expertise is attained.
2. Track and maintain raw materials as necessary to facilitate their respective process.
3. Assist in the execution of troubleshooting experiments when required.
4. Assist in the development and implementation of process improvements to increase productivity or to produce a higher quality product.
5. Assist with introduction of new products or experimental items into the manufacturing/testing process.
6. Adhere to Standard Operating Procedures (SOP) within their assigned area. May write and edit Standard Operating Procedures (SOP) and other materials in accordance with ISO guidelines under direction of a manager.
7. Maintain records and databases as required in their respective process, including Statistical Product Control (SPC) or other quality records. Has a basic understanding of the data in order to recognize problems. As level of expertise increases, may analyze problems and identify root causes using available data systems and make decisions from collected data. May complete Statistical Product Control (SPC) and quality improvement tools/charts and collect data for metrics with manager instruction.
8. Maintain equipment within assigned area, including making basic repairs or performing equipment installation as directed.
9. Review product requirements and determine basic performance to quality standards.
10. May provide information in support of customer or vendor inquiries or management needs if requested.



11. May prepare oral and written communications with analysis of own work as level of expertise increases.
12. Understand and follow safe handling procedures for all chemicals and equipment and consult the safety officer, reference books, or SDS when safety is in question. Adhere to SilcoTek's safety codes and regulations.
13. Attend and participate in departmental /team meetings.

**Additional Responsibilities:**

1. Perform other duties as assigned.

**Qualifications:**

Education/Experience:

- High school diploma or equivalent. Associates degree in a related field, 2 years technical training, or 2-3 years proficiency in an assigned area may be required for some positions.
- Must have applicable certifications.

Knowledge/Skills/Abilities:

- Good mechanical skills and ability to be cross trained in basic skills of related functions within operational area
- Good analytical skills and ability to execute experimental plans with minimal supervision at higher levels of expertise
- Able to make some independent decisions & identify problems with processes as higher levels of expertise are attained. Basic understanding of process improvements Statistical Product Control (SPC) Design of Experiments (DOE)
- Excellent organizational and time management skills with attention to detail
- Good communication skills and ability to work well with others in a team environment
- Able to operate basic equipment
- Able to read drawings of customer-supplied parts
- General knowledge of computer system functions and use, including basic computer skills (Word and Excel)
- Knowledge of safety requirements & safety equipment use.