



JOB DESCRIPTION

JOB TITLE:	Project Manager – Material Handling	EFFECTIVE DATE:	8/31/20
REPORTS TO:	VP Sales/Marketing	REVISION #	0
FLSA STATUS:	Non Exempt	PAGE #	1 of 3

JOB SUMMARY: The Project Manager – Material Handling will assist with the management products and services, scheduling, planning and billing of projects for large distribution companies (Amazon/Fedex/UPS). He/She will work with the client and with Crown Operations and Customer Service to insure that complex projects with tight timelines are handled efficiently and without interruptions or errors. Will have direct customer and Crown vendor contact. Will be an expert at organization, planning, communication and management in a fast moving project environment.

Key performance objectives in order of priority are:

1. Project management skills and detail oriented.
2. Accurate entry of customer orders so that customer needs are met, and internal processes are efficient and effective.
3. Works with operations and customer service in a win-win environment.
4. Responsive handling of customer complaints, so that customer problems are minimized, and issues are documented in a way that internal processes are continuously improved and a positive impression of the company is maintained.
5. Ensuring the product and services are delivered according to customer expectations by following internal processes so that customer satisfaction is maintained.

ESSENTIAL DUTIES AND RESPONSIBILITIES: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skill, and/or ability required. Other duties may be assigned.

- Responds to incoming requests for verbal and written quotes for services, plastics, adhesives, samples and stamped pieces, and accurately enters orders.
- Coordinates with inventory and production managers to confirm inventory or production schedule for products ordered and determines time frame for delivery.
- Works with site and installation team to coordinate installation projects.
- Enters order data to be sent to production.
- Monitors orders from entry to shipping, ensures orders error free and are set for on-time delivery.
- Corresponds with customers regarding order changes and updates, late shipments and delays.
- Handles, investigates and rectifies customer complaints.
- Logs order errors and late shipments.
- Issues Returned Material Authorizations (RMA's) and tracks resolution of errors.





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PERFORMANCE FACTORS: The performance factors described here are core abilities that will contribute to the employee successfully carrying out the assigned duties and responsibilities of this job.

1. **Project Management:** Manages multiple vendors, and processes within Crown in order to guarantee that projects for major customers are delivered on time and within budget.
2. **Skilled with project management software and Microsoft Office**
3. **Customer Focus:** A commitment to customer satisfaction. Consistently places a high value on customers and all issues related to customer; objectively listens to, understands and represents customer feedback; anticipates customer needs and develops appropriate solutions; meets all promises and commitments made to customers.
4. **Self-Management:** The ability to prioritize and complete tasks in order to deliver desired outcomes within allotted time frames. Independently pursues business objectives in an organized and efficient manner; prioritizes activities as necessary to meet job responsibilities; maintains required level of activity toward achieving goals without direct supervision; minimizes work flow disruptions and time wasters to complete high quality work within a specified time frame.
5. **Results Orientation:** The ability to identify actions necessary to complete tasks and obtain results. Maintains focus on goals; identifies and acts on removing potential obstacles to successful goal attainment; implements thorough and effective plans and applies appropriate resources to produce desired results; follows through on all commitments to achieve results.
6. **Personal Accountability:** A measure of the capacity to be answerable for personal actions. Accepts personal responsibility for the consequences of personal actions; avoids placing unnecessary blame on others; maintains personal commitment to objectives regardless of the success or failure of personal decisions; applies personal lessons learned from past failures to moving forward in achieving future successes.
7. **Teamwork:** The ability to cooperate with others to meet objectives. Discards personal agenda to cooperate with other team members in meeting objectives; contributes positively and productively to team projects; builds and sustains a trust relationship with each member of the team; supports other team members and team decisions.
8. **Flexibility:** The ability to readily modify, respond to and integrate change with minimal personal resistance. Adapts effectively to changing plans and priorities; demonstrates the capacity to handle multiple tasks at one time; deals comfortably with ambiguity; adjusts preset plans as necessary with minimal resistance.

Physical Demands: While performing the duties of this job, the incumbent will be required to frequently (34-66% time on the job) sit however, will occasionally (6-33% time on job) be required to stand and walk. The employee will rarely (1% time on job or less) be required to twist, repeatedly bend, kneel, crawl, balance, climb stairs and ladders, reach, pull, push and lift greater than 10 lbs. The incumbent will infrequently (2-5% time on job) be required to stoop but, will

46
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FLSA STATUS:	Non Exempt	PAGE #	3 of 3

CROWN PLASTICS JOB DESCRIPTION

occasionally (6-33% time on job) be required to lift and carry 10 lbs. for a distance of 10-20 feet and work with a shear. The employee will frequently (34-66% time on job) be required to perform repetitive movements with regard to keyboard and mouse use. These movements including rarely (1% time on job or less) using hands and fingers for gripping, twisting and bending wrists, as well as, operating controls and leaving wrists in prolonged positions of flexion and extension.

Work Environment: The employee will predominantly work indoors in an office environment where the temperature will rarely (1% time on job or less) exceed 90 degrees or go below 55 degrees. The incumbent will infrequently (2-5% time on job) required to work in a confined space and use machinery with moving parts to cut samples. The employee will also occasionally (6-33% time on job) be required to work alone and around moving vehicles. The incumbent will rarely (1% time on job or less) be required to walk on slippery floors due to resin.

Minimum Qualifications:

- 1. Project Management:** 2-5 years experience – Ideally working with material handling or distribution channels (Amazon/Fedex/UPS is a priority).
- 2. Reasoning Development:** Must be able to make decisions, relate Crown production processes to customer needs, estimate costs, provide lead times through coordination with production, take responsibility and have a can-do attitude.
- 3. Mathematical Development:** Understand calculators, percentages, mark-ups, mark-downs, unit costs per thousand square feet, inches, etc.
- 4. Language Development:** Communicate well with a conversational tone on phone and learn terminology related to the plastics industry.
- 5. Education:** High School Diploma, some college preferred.