



Chef Works Position Description

Position Title: Embroidery Operations Manager
Reports to: Manager, Client Services
Created: February 2020
FLSE: Exempt

Overall: Provides leadership and assists in overseeing day-to-day execution of embroidery production, including resource scheduling, team communications as well as developing, promoting and overseeing use of established best practices, policies, and procedures. This is NOT a desk job, must be able to motivate by example and be an integral part of the floor operation

Essential Functions:

1. Manage and evaluate machine resources to ensure productivity and minimal downtime.
2. Communicate job expectations and monitor production performance across the organization.
3. Supervise pre-production and production employees by ensuring production standards are met.
4. Set ambitious goals and communicate them to leads and operators.
5. Provide motivation, support and guidance to all employees.
6. Monitor and evaluating internal production processes.
7. Establish workflow policies that enhance speed and efficiency without compromising product safety and integrity.
8. Maintain embroidery staff by recruiting, selecting, and training employees, coordinating employee workflow schedules for high and low seasons. Must have prior experience managing and scheduling production personnel.
9. Assist machine operators in retrieving and changing thread colors.
10. Assist supervisor with staging orders at the machines.
11. Train QC Inspectors on the ability to understand traveler requirements for product color, thread color, placement, embroidery quality, etc.
12. Oversee the purchasing of decoration production supplies as needed
13. Manage proper machine preventative maintenance and repairs to equipment.
14. Follows and enforces all safety procedures in the factory.
15. Upholds Chef Works Core Values.

Minimum Qualifications:

1. High school diploma or equivalent. Associates degree or greater or equivalent in business, supply chain, operations, or related field, preferred.

2. 5 or more years, progressive experience in embroidery operations
3. 2 plus years in supervisory capacity to include experience in managing 30 plus employees in high paced environment. Proven track record in training employees in productivity.
4. Selected candidate must be bi-lingual – English / Spanish
5. Strong Lean background a plus; Six Sigma Green Belt or greater preferred.
6. Experience operating embroidery equipment
7. Attention to detail, able to spot embroidery errors
8. Ability to hold quality and production personnel accountable for their responsibilities
9. Able to view and suggest edits to art files prepared for embroidery
10. Strong analytical and problem-solving skills
11. Strong communication and organizational skills
12. Excellent understanding of overall embroidery processes and practices.
13. P.C. proficiency at an intermediate level to include: Outlook, Word and Excel. Experience in the use of data base programs to include ERP / MRP systems required. Digitizing experience is a plus
14. Understanding of EmbTrak scheduling software is a plus
15. Excellent organizational skills with demonstrated ability to prioritize effectively

Core Competencies:

Attention to detail
 Communications -- Oral / Written
 Conflict management
 Customer focus
 Energy / drive
 Excellence
 Goal Setting
 Inspiring followership
 Integrity
 Judgement /decision making
 Listening
 Negotiation skills
 Organization / panning
 Problem solving
 Team builder

Physical Requirements:

Frequent lifting of 35# or less (less than 10% of the time) generally at waist level, some above/below waist, none above shoulders. Occasional lifting of 10# or less (less than 10% of the time) above shoulders. Requires standing of up to 75% of the time. Occasional work in a Warehouse setting to include extreme shifts in temperature. Sits within the embroidery operations center, with exposure to moving equipment and close proximity to machinery and embroidery team members. Role requires additional hours, either during the work day and / or over weekends.