



Cypress Grove

Job Description

Revised Date: January 2020
Job Title: Creamery Team Supervisor
Classification: Non-Exempt
Reports To: Production Manager
Core Hours: Sunday through Friday from 6:00am to 9:00pm

Summary: The Creamery Team Supervisor will be responsible for the day to day activity of their team. The Team Supervisor will provide guidance and support in ensuring that all Quality Control and Safety Measures are being followed.

Essential Duties The essential duties include, but are not limited to the following:

Production Supervision 75%

- **Production Supervision:** Direct and organize team members to complete daily production goals in an efficient manner and according to standard operating procedures.
- **Creamery Presence:** Work alongside your team members establishing a constant presence in the area of responsibility
- **Plant Safety:** Ensure that proper safety standards are enforced throughout entire Creamery. Identify and act upon opportunities for training, re-training, and production process adjustments necessary to maintain safety standards.
- **Food Safety:** Ensure that proper quality standards are developed and enforced throughout entire Creamery.
- **Recordkeeping:** Complete daily production records accurately, efficiently and in a timely manner.

Personnel Management 20%

- **Accountability:** Hold yourself and your team members accountable for their performance and provide them with regular and timely feedback. Recognize and incentivize exceptional performance. Schedule and conduct evaluations of your team members.
- **Training:** Proactively provide and coordinate training for assigned team members and continually reinforce standard work procedures. Delegate or request resources to ensure that all team members receive adequate training.
- **Staff Development:** Identify where individual's underutilized skills intersect with company need and provide opportunities for professional growth. Involve your team regularly in improvement projects. Train backup supervisor so that they can fill in seamlessly while you are absent.
- **Conflict Resolution:** Assist team members in resolving minor conflicts. Assist management in resolving major conflicts and personnel issues, partnering with HR when necessary.

Coordination 5%

- **Team Meetings:** Facilitate effective daily and weekly team meetings
- **Interdepartmental Meetings:** Each department head will lead interdepartmental meetings on a rotating schedule, requiring preparation and strong facilitation skills to ensure partnership throughout production.
- **Reporting:** Creamery Team Supervisors are responsible for being the “eyes and ears” on the production floor, reporting any maintenance, safety, quality, supply chain, or general production process issues to the Production Manager, making recommendations for resolution or improvement.

Expectations

All Cypress Grove employees are required to perform their duties with the following expectations in mind:

- Work together toward common goals and values including ethics, judgement, professionalism, adaptability, and dependability.
- Perform all work in compliance with Quality Control & Safety Measures.
- Take responsibility for learning the skills necessary to do your job.
- Communicate any lack of understanding or confusion to address training needs.
- Communicate effectively and positively with supervisors and coworkers.
- Work efficiently at all times, and fulfill your supervisor’s expectations.

Work Environment

The Cypress Grove production environment will vary. The environment will be hotter or colder, wetter, and more humid than is typical in an average working environment. Grovers will regularly and daily work near and with industrial strength cleaning chemicals. Proper protective gear is provided and must be worn at all times. MSDS sheets are available.

Physical Demands

The demands described here are representative of those typically encountered in this role.

- Remain stationary for long periods of time and move about on wet concrete floors.
- Remain stationary for long periods of time at a workstation desk, operating a computer keyboard, mouse, and other standard office equipment.
- Perform sustained repetitive motions, using extreme manual force, and using body parts such as fingers, hands, wrists, arms, and shoulders.
- Position self to properly complete the task at hand. This may involve turning all or parts of the body, or bending downward in order to place or reach an object at a lower level.
- Ability operate heavy equipment.
- Extend above the shoulder in order to place or retrieve objects.
- Ability to grasp, raise, lower and/or move objects of various sizes and weights:
 - Individually regularly manipulate objects weighing up to 20lbs
 - With assistance regularly manipulate objects weighing from 21lbs to 30lbs
 - Occasionally with assistance manipulate objects weighing from 31lbs to 50lbs.

Skills/Experience

Diploma or GED equivalent.

3 years or more supervisory experience in a food production plant.

Good oral and written communication skills.

Nothing in this job description restricts management’s right to assign or reassign duties and responsibilities at any time, with or without notice. Reasonable accommodations may be made for individuals with disabilities.