

	<b>Administrative Support Representative</b>	Page 1 of 2
		AD4010
		Rev: D

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**DEPARTMENT:**

**REPORTS TO:**

## 1.0 POSITION SUMMARY:

Habco Industries is a key provider of products and services that serve the Aerospace Industry. With 4 separate business units, Habco has customers that span both fixed and rotary winged aircraft as well as commercial and military applications. Habco's customers range from the largest aerospace OEMs in the world to end users of the aircraft as well as maintainers and overhaul and repair operations. Habco is a Lean focused, rapidly growing company that started in 1970 and has doubled in size in the last four years. It is a fast paced environment with a "work hard, play hard" mentality.

This position is responsible for providing assistance to both our purchasing and sales team members as it relates to the coordination of all information regarding delivery assurance from outside suppliers. The position requires effective communication capability (both written and verbal) to ensure that timing and quality related to outside supplier deliveries is consistently communicated across multiple functional areas. This individual must be motivated and genuinely passionate about exceeding customer expectations.

## 2.0 PRIMARY RESPONSIBILITIES / DUTIES:

- Provide data entry and general administrative support to members of the purchasing and sales team as it relates to delivery assurance for outside suppliers.
- Regularly involved in monitoring and external communications (both verbal and email) for open purchase orders.
- Assists with efforts to ensure that our suppliers are consistently meeting delivery dates, in addition to keeping internal team members apprised of any timing delays.
- Regularly communicates with outside vendors and suppliers to confirm timing of both current and past due purchase orders.
- Assists with ongoing monitoring and improvement of supplier delivery performance activities.
- Ensures daily communication with a high degree of responsiveness to both internal and external customers.
- Involved in activities related to routine data analysis (Epicor), in order to identify and communication recommended actions related to supply chain challenges.
- Works directly with members of the sales and purchasing team to ensure that all customer needs are met.
- Generate reports and provide accurate information on a daily basis to internal teams as it relates to delivery assurance and outside suppliers performance.
- Ensure commit and ship dates in the system are accurate.
- Monitor scheduled shipment dates to ensure timely delivery and expedite as needed.
- Effective customer communication to ensure ongoing satisfaction and resolve any complaints.
- Present a positive professional image at all times to customers, vendors and co-workers.
- Perform other duties as may be assigned or required.

**Habco is an equal employment opportunity and affirmative action employer.**

**All candidates must be a U.S. Citizen or currently have a Green Card to be eligible to work in our ITAR environment.**

	<b>Administrative Support Representative</b>	Page 2 of 2
		<b>AD4010</b>
		<b>Rev: D</b>

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### **3.0 MINIMUM QUALIFICATIONS:**

(All qualified candidates MUST meet All of these Minimum Qualifications with No exceptions.)

- Minimum 1 year administrative assistant experience in a manufacturing environment.
- Strong data entry / computer proficiency (Word, Excel)
- Experience with data base / ERP systems
- Excellent communication skills (verbal and written)
- Self-directed
- Strong attention to detail
- Outgoing personality
- This position requires use of information which is subject to the International Traffic in Arms Regulations (ITAR). All accepted applications must be U.S. Persons as defined by ITAR (U.S. citizen, U.S. Permanent Resident, Political Asylee, or Refugee).

### **4.0 PREFERRED QUALIFICATIONS:**

- Experience in use of Epicor ERP
- Prior procurement or supplier relationship management experience
- Use of and deployment of Kanban
- Aerospace, hydraulic, pneumatic and/or machined parts manufacturing, engineering, cost, and/or procurement requirements knowledge/experience
- Familiarity/experience with lean manufacturing, Kaizen events, and continuous improvement techniques (i.e. RCCA, Six Sigma methodology), a plus
- Working knowledge of ISO-9001, AS9100

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