

LIST OF FCPC SURVEY BENCHMARK POSITIONS

The following lists the 83 benchmark positions covered in this year's Survey.

General Management and Corporate
 C01 President & Chief Executive Officer **NEW!**
 C02 Subsidiary President **NEW!**
 G01 Divisional General Manager/Group Vice-President

Distribution and Traffic
 DT01 Manager of Distribution
 DT02 Traffic Manager
 DT03 Customer Service Manager
 DT04 Import/Export Customs Specialist
 DT05 Director, Supply Chain

Engineering
 E01 Manager of Engineering
 E02 Project Engineer
 E03 Packaging Development Manager/Engineer

Finance and Accounting
 F01 Senior Financial Executive
 F03 Controller
 F05 Financial Planning Manager
 F06 Chief Accountant
 F10 Credit/Collection Manager
 F18 Financial Analyst
 F19 Treasurer

Information Systems
 F11 Information Systems Director
 F14 Systems Analyst
 F15 Programmer Analyst
 F17 LAN/PC Manager

Human Resources
 HR01 Senior Human Resources Executive
 HR02 Plant Human Resources Manager
 HR03 Human Resource Specialist

Sales and Marketing
 S01 Senior Sales & Marketing Executive
 S02 Senior Marketing Executive (no sales responsibility)
 S03 Senior Sales Executive
 S04 Sales Planning Manager
 S05 National Accounts Manager
 S06 Regional Sales Manager
 S07 District Sales Manager
 S08 Key Account Manager
 S10 Sales Administrator
 S11 Merchandiser (hourly position)
 S12 Sales Representative
 S13 Group Product Manager
 S14 Product Manager
 S15 Assistant Product Manager
 S19 Consumer Relations Co-ordinator
 S20 Category Manager
 S21 Trade Marketing Manager
 S22 Category Captain

Sales and Marketing (Cont'd)
 S23 Sales Analyst
 S24 Grocery Specialist
 S25 Customer Marketing Manager
 S26 Category Development Manager
 S27 Nutrition Marketing Business Partner
 S28 Director, Nutrition & Consumer Affairs
 S29 Manager, Consumer Communications, Food Safety, Quality and Claims

Foodservice - Benchmarks
 FS02 Director of Marketing/Marketing Manager
 FS03 Product Manager
 FS05 Senior Sales Executive (National Sales Manager)
 FS06 National Accounts Manager
 FS07 Regional Sales Manager
 FS08 Key Account Manager/Specialist
 FS10 Sales Representative / Territory Manager

Manufacturing/Operations
 M01 Senior Manufacturing/Operations Executive
 M02 Major Plant or Factory Manager
 M03 Production Manager
 M04 Manufacturing First Line Supervisor
 M06 Plant Engineer
 M07 Maintenance Supervisor
 M08 Materials Manager
 M09 Production Planning & Scheduling Manager
 M10 Environmental Health & Safety Manager

Manufacturing/Operations – Hourly Positions
 M100 Sanitation/Building Maintenance
 M101 Refrigeration Mechanic
 M102 Maintenance Mechanic – Packaging
 M103 Maintenance Technical Team Leader
 M104 Machine Set-Up
 M105 Lead Operator
 M106 Electronic Technician
 M107 Electrician

Procurement
 P01 Senior Purchasing Officer
 P02 Purchasing Agent

Research/Technical Control
 RT02 Research & Development Manager
 RT03 Quality Control Assurance Manager
 RT04 Quality Control Laboratory Supervisor
 RT05 Laboratory Chemist
 RT06 Technologist
 RT07 Sr. Manager Scientific and Regulatory Affairs

Administrative Support
 X01 Executive Assistant - Chief Executive



SURVEY BENCHMARK DESCRIPTIONS

General Management and Corporate Positions

- C01 PRESIDENT & CHIEF EXECUTIVE OFFICER** **NEW**
The top executive position within an integrated producer/marketer of food and consumer products. Responsible for the overall direction and profitability of the business, and works with senior executives and the Board of Directors to develop current and long-range objectives, strategies and policies for the organization. Promotes positive relations with all external groups. Reports to the Board of Directors
- C02 SUBSIDIARY PRESIDENT** **NEW**
The top executive in an independent subsidiary company that is an integrated producer/marketer of food and consumer products, and is controlled financially by a parent organization. Develops, recommends and implements through subordinates approved annual and long-term policies and goals. Responsible for bottom-line profitability. Reports to the President & CEO in the parent organization.
- G01 DIVISIONAL GENERAL MANAGER/GROUP VICE PRESIDENT**
Plans, organizes, directs and controls all major functions of an operating profit centre in a divisional corporate structure. Establishes operating and financial objectives for division. Coordinates and administers policies, programs and budgets through subordinate functional or product managers. Reviews division results and effectiveness. Reports to the CEO.

Sales and Marketing Positions

- S01 SENIOR SALES & MARKETING EXECUTIVE**
Directs company sales and marketing activities including sales forecasting, market research, advertising and promotion, packaging and product identification, sales planning and operations; develops, coordinates and administers policies, programs and budgets. Usually reports to the CEO.
- S02 SENIOR MARKETING EXECUTIVE (No sales responsibility)**
Directs company marketing activities including sales forecasting, market research, advertising and promotion, packaging, product identification and development. No direct responsibility for actual sales. Develops objectives, policies and programs for marketing activities. May report to the CEO, or Senior Sales & Marketing Executive (S-1).
- S03 SENIOR SALES EXECUTIVE**
Reports to S-1 or CEO level. Directs selling activities on a national basis; establishes area quotas and selling expense budgets; recommends compensation schemes; personally contacts major accounts; makes suggestions regarding advertising, sales promotion, packaging, product identification, pricing and discount.
- S04 SALES PLANNING MANAGER**
Recommends, plans and monitors trade spending budget on a national basis. The major link between the sales planning/ forecasting process and marketing input. Prepares periodic up-to-date estimates of sales volume. Assists regional personnel in sales planning and trade marketing activities. Usually reports to the top National Sales Executive.
- S05 NATIONAL ACCOUNTS MANAGER**
Reports to Senior Sales & Marketing Executive or Senior Sales Executive. Has full responsibility for national or key accounts only. Establishes sales quotas and budgets; makes recommendations on promotion and marketing, pricing, discounts and account servicing; may be responsible for private brand or label sales. Account Managers (S-8) may report to this position.



Sales and Marketing Positions (cont'd)

S06 REGIONAL SALES MANAGER

Plans and directs the sales operations in a major geographical area; establishes territory potential and budgets; approves selling expenses; may personally solicit major accounts. Reports to Senior Sales Executive (S-3).

S07 DISTRICT SALES MANAGER

Reports to and assists the Regional Manager (S-6) in a limited geographical area. Recruits and trains staff. Coordinates promotions. Handles major accounts. Develops area potential. Directs sales staff, usually through a supervisor.

S08 KEY ACCOUNT MANAGER

Manages one major sales account, or a limited number of accounts; sets up promotional programs; may have account budgeting responsibilities; assists with and recommends major marketing strategies; may direct the retail actions of Sales Representatives (S-12) involved with their accounts. Reports to Regional Sales Manager (S-6) or District Sales Manager (S-7).

S10 SALES ADMINISTRATOR

Responsible for supervising a variety of sales support activities including incentive payments, sales training, company fleet management, sales reports, sales force call reports, trade announcements, price lists. Regularly prepares and updates sales estimates. Organizes and distributes sales support and promotional materials.

S11 MERCHANDISER (typically an hourly position)

Maintains contact with existing customers, handles complaints; executes shelf management programs, e.g., advising and assisting customers with product arrangement and displays. Usually reports to a Regional Sales Manager (S-6) or District Sales Manager (S-7) level.

S12 SALES REPRESENTATIVE

Maintains contact with existing customers, handles complaints; establishes new accounts and implements service procedures; advises on general marketing activities, reports developments to management; handles direct accounts and has responsibility for merchandising funds; assists with training more junior sales staff, but not on a continuing basis. Reports to a Regional Sales Manager (S-6) or District Sales Manager (S-7).

S13 GROUP PRODUCT MANAGER

Usually reports to Senior Sales & Marketing Executive (S-1) or Senior Marketing Executive (No sales responsibility) (S-2) level. Develops, directs, and administers merchandising, advertising and promotion activities for company products. Usually supervises product managers. Packaging and product identification, (advises on) product improvement. Involved in sales analysis, pricing, materials and marketing studies.

S14 PRODUCT MANAGER

Administers the merchandising, advertising and promotion for one or more closely related products with common channels of distribution. Responsible for packaging and product identification. Advises on matters of product improvement, involved in pricing, sales analysis, budgets and materials. May report to Group Product Manager (S-13), Senior Sales & Marketing Executive (S-1) or Senior Marketing Executive (No sales responsibility) (S-2) levels.

S15 ASSISTANT PRODUCT MANAGER

Works in conjunction with the Product Manager to administer the merchandising, advertising and promotion for one or more closely related products with common channels of distribution. Develops plans for packaging and product improvement. Analyzes pricing policies, sales, budgets and materials.



Sales and Marketing Positions (cont'd)

S19 CONSUMER RELATIONS CO-ORDINATOR

Ensures the continuity of goodwill and professional relations by reinforcing the credibility of company goods and services to consumers and the trade. Maintains key records of all transactions. Provides management with pertinent communication and statistical reports on consumer services and charitable donations activities. Assists with the organization of Community Services projects.

S20 CATEGORY MANAGER

Responsible for directing key category management initiatives, as well as lead in the development of key trade strategies for designated product categories. Provides strategic leadership for planning and evaluation of pricing/promotion effectiveness. Ensures consistency between brand strategies and key customer category strategies. Develops regional and account action plans to address brand specific issues.

S21 TRADE MARKETING MANAGER

The Trade Marketing Manager will serve as the focal point for the creation of trade programs that are consistent with the brand's overall strategies and budget. As the central link between field sales and business management, the position is responsible for efficient utilization of trade funds and effective merchandising to achieve the brand's volume and profit goals.

S22 CATEGORY CAPTAIN

Works closely in an alliance with a retailer/major account to support sales efforts by coordinating the collection of retailer data for inventory forecasting, as well as the merchandising (display and product assortment) and marketing for the entire category. Identifies technological, operational and logistical efficiencies to benefit both retailer and suppliers.

S23 SALES ANALYST

Provides administrative support to a sales office or centralized sales function. Processes data and generates reports regarding sales results, sales compensation plans, expense reports, and market conditions. Assists on sales-related projects and assignments including analyzing data for sales incentive plan purposes, creating sales reports, tracking sales, and assists with any necessary sales research. Tracks competitor's promotions and advises sales representatives as required. Processes sales documentation and arranges for delivery of product to customers. Acts as liaison between field sales representatives and internal personnel.

S24 GROCERY SPECIALIST

Support and drive business decisions and sales by compiling market data, investigating and validating issues through site assessments and consumer behaviour analysis, conducting accurate, actionable, and credible analysis. Analyze consumer and customer information data and utilize industry best practices to develop fact-based customer presentations and recommendations.

S25 CUSTOMER MARKETING MANAGER

Responsible for creation and implementation of key strategies and tactics that develop brands, trade channels and customers leading to increased sales volume and market share. Works to develop new customer marketing approaches, and new product marketing initiatives. Coordinates the execution of trade show and trade media strategies.

S26 CATEGORY DEVELOPMENT MANAGER

Maximize sales and increase market share through effective distribution, sales merchandising and promotion techniques, using sophisticated computer systems, trade information, AC Nielsen data, and consumer and customer insights data. Assist in new product development and/or targeted selling modules for introductions of new products and categories.



Sales and Marketing Positions (cont'd)

S27 NUTRITION MARKETING BUSINESS PARTNER

Responsible to support the execution of nutrition and marketing strategies and provide consistent nutrition support to internal clients including brand marketing, sales, corporate and consumer affairs, etc. Influences health professionals, academics, and health organizations on the corporation's nutrition strategy and conveys nutrition issues from these groups to sales and marketing teams.

S28 DIRECTOR, NUTRITION & CONSUMER AFFAIRS

Responsible for providing leadership, strategic support, and functional support to marketing and other departments in the areas of nutrition and consumer affairs. Ensures the integration of nutrition and health trends into business plans and drives the nutrition agenda and strategy for the company. Provides nutrition and regulatory guidance to marketing and advertising agencies for the development of creative brief and advertising copy.

S29 MANAGER, CONSUMER COMMUNICATIONS, FOOD SAFETY, QUALITY AND CLAIMS

Manages the day-to-day responsibilities for handling of serious customer complaints according to established procedures. Develops consumer programs which support corporate quality and corporate sales programs regarding the reduction of consumer complaints. Co-ordinates resolution of customer complaints.

Foodservice Positions

FS02 DIRECTOR OF MARKETING/MARKETING MANAGER

Identifies long-term objectives for the foodservice division and develops policies and programs for marketing activities. Directs marketing activities including sales analysis and forecasting, market analysis and research. Determines pricing. May supervise product managers for the following activities: 1. Work with R&D and Operations to develop new products in packaging; 2. Bring plans to the stage of management decision. No direct responsibility for actual sales. Reports to Senior Foodservice Executive.

FS03 PRODUCT MANAGER

Administers the annual budget by product category; gathers and analyzes data relating to sales, responsible for day-to-day forecasting; responsible for packaging and product identification; advises on matters of product improvement; involved in pricing budgets and materials. Works closely with field sales representatives, management personnel and national account personnel to develop merchandising, advertising and promotional programs for a number of product categories; assists Group Product Manager or Marketing Manager with development of new products. Reports to Marketing Manager/Director of Marketing.



Foodservice Positions (cont'd)

FS05 SENIOR SALES EXECUTIVE (National Sales Manager)

Usually reports to Executive responsible for foodservice. Directs selling activities on a national basis; establishes area quotas and selling expense budgets; recommends compensation schemes; personally contacts major accounts; makes suggestions regarding advertising, sales promotion, packaging, product identification, pricing and discount.

FS06 NATIONAL ACCOUNTS MANAGER

Usually reports to (FS-5) Senior Sales Executive or Top Executive. Has full responsibility for national** or key accounts only. Establishes sales quotas and budgets; makes recommendations on promotion and marketing, pricing, discounts and account servicing; may be responsible for private brand or label sales.

FS07 REGIONAL SALES MANAGER

Plans and directs the sales operations in a major geographical area, e.g., Ontario, West; establishes territory potential and budgets; approves selling expenses; may personally solicit major accounts. Reports to Senior Sales Executive (FS-5).

FS08 KEY ACCOUNT MANAGER/SPECIALIST

Manages key distributor or key regional chains**; sets up promotional programs; may have account budgeting responsibilities; assists with and recommends major marketing strategies. Usually reports to Regional Sales Manager (FS-7). Could report to National Accounts Manager.

FS10 SALES REPRESENTATIVE/TERRITORY MANAGER

Manages all sales in a specific geographical area, including direct (larger distributors) and indirect (operator/end-user) sales. Major emphasis on business development. Advises on general marketing activities; maintains knowledge of competitors activities, reports developments to management and has responsibility for merchandising funds. Reports to a District Sales Manager.

Finance and Accounting Positions

F01 SENIOR FINANCIAL EXECUTIVE

Reports to CEO. Plans and guides financial resources of Company. Develops, directs and measures the results of company financial policy. Responsible for taxation, insurance, credit, cost and general accounting, internal auditing, budgets, investment and short-term borrowing, mgt. information and control systems.

F03 CONTROLLER

Reports to the Senior Financial Executive (F-1). Generally assists him/her. Usually concentrates on the general accounting activities, directing staff, planning and coordinating production of budget and financial reports. May become involved in management or cost accounting activities.

F05 FINANCIAL PLANNING MANAGER

A corporate or divisional management position. Coordinates and consolidates short and longer term financial plans, budgets; may handle accounting associated with acquisitions. May direct Financial Analysts. Reports to a Senior Planning Executive, or Financial Head.



Finance and Accounting Positions (cont'd)

F06 CHIEF ACCOUNTANT

Supervises staff to maintain general ledger, to perform related subsidiary records (i.e. invoicing, accounts receivable, accounts payable and payroll), to prepare periodic financial reports and statements and to recommend systems improvements. Usually reports to Senior Financial Executive (F-1) or Controller (F-3) level.

F10 CREDIT/COLLECTION MANAGER

Authorizes credit limits; develops, recommends and supervises credit and collection programs and procedures. Usually reports to Senior Financial Executive (F-1), Controller (F-3) level.

F18 FINANCIAL ANALYST

Provides financial analyses for brands in a business unit. Provides financial planning, quality forecasts and strategic plans. Evaluates financial feasibility of new products. Conducts post-completion audits of business unit programs and recommends changes. Identifies profit opportunities and areas of concern.

F19 TREASURER

Responsible for treasury functions such as the receipt, control and disbursement of funds, and supervising the organization's banking arrangements, investment, cash management, credit, insurance, annual reports and government returns.

Information Systems Positions

F11 INFORMATION SYSTEMS DIRECTOR

Responsible for planning, development & maintenance of management information systems. Defines systems needs & plans systems development. Ensures users' needs are evaluated & addressed. Supervises staff of programmers & analysts involved in program development & system documentation. Develops & trains information service staff. Leads in the selection and/or modification of hardware & software.

F14 SYSTEMS ANALYST

Usually reports to Information Systems Director (F-11) level. Analyzes and designs systems which may or may not involve computer application. Usually considered intermediate or higher level of systems analyst with at least 3 years experience. Not a trainee or Programmer-Analyst. May write simple standard programs.

F15 PROGRAMMER ANALYST

Usually reports to Information Systems Director (F-11) level or to Systems Analyst. Major part of work involves analysis and design of systems. Also writes standard programs for E.D.P. applications. Usually considered at a level between Programmer and Systems Analyst. Not a trainee.

F17 LAN/PC MANAGER

Responsible for the design and management of all Local Area Networks (LANs), and for the support of all end user computer functions, including PC hardware and software, and mainframe applications relative to office automation. Conducts needs analysis. Evaluates, tests, and recommends office automation hardware and software. Establishes requirements for setup, maintenance and relocation of all hardware and software. Provides user education.



Manufacturing/Operations Positions

M01 SENIOR MANUFACTURING/OPERATIONS EXECUTIVE

Reports to Company Senior Executive. Responsible for the efficient manufacture of authorized products. Usually includes long range planning, budgetary control, process development, plant and industrial engineering, production planning, inventory management.

M02 MAJOR PLANT OR FACTORY MANAGER

Reports to and assists the Senior Manufacturing Executive. Responsible for a total operation or plant including staff services such as personnel, quality control, engineering, production control.

M03 PRODUCTION MANAGER

Reports to the Plant Manager or Senior Manufacturing Executive. Responsible for the manufacturing process in a plant or major area. Generally does not supervise supporting functions such as personnel, purchasing. Directs the activities of a group of First Line Supervisors.

M04 MANUFACTURING FIRST LINE SUPERVISOR

Responsible for the efficient operation of a manufacturing department including the supervision of operators and responsibility for costs, quality, housekeeping, etc. Directs staff through subordinate supervision such as lead hand. Usually considered the first Management level.

M06 PLANT ENGINEER

Supervises activity through First Line Supervisors. Responsible for installation & maintenance of equipment, operation of a machine shop, generation & supply of steam power & the distribution of electrical power; maintenance of buildings; stores & stores records & other related services. May be a Mechanical, Electrical, Industrial, Process Engineer.

M07 MAINTENANCE SUPERVISOR

Reports to Plant Engineer level. Oversees plant and equipment in a clean and workable manner. Oversees the installation of equipment, mechanical stores. Operates Machine Shop. Supervises machine shop.

M08 MATERIALS MANAGER

Usually reports to Senior Manufacturing Executive or Plant Manager. Responsible for control and movement of materials in and out of manufacturing plants and/or warehouses. Plans and administers programs and procedures in purchasing, production scheduling and control, inventory and warehouse, stock control, customer service, traffic and shipping.

M09 PRODUCTION PLANNING AND SCHEDULING MANAGER

Determines when, in what quantity, and where products are to be manufactured; prepares breakdown of sales forecasts to manufacturing requirements; manages inventory i.e. storekeeping & stores control; schedules & releases orders to factory, follows-up and expedites production; reports on performance. Usually reports to Plant Manager or Materials Manager.

M10 ENVIRONMENTAL HEALTH AND SAFETY MANAGER

Responsible for setting and directing health and safety policies which meet organization and customer requirements, as well as government regulations within all of the following functions: health, safety, industrial hygiene, or environmental protection. Manages company-wide environmental, hazardous waste, and related compliance programs. Supervises workplace inspections and analyses results of internal and external audits. Responsible for the establishment and implementation of employee training programs for proper handling and response to accident, fire prevention and protection, and hazardous material problems and/or situations. Maintains records, investigates accidents and injuries, and prepares appropriate reports, e.g. Worker's Compensation. Manages Worker's Compensation claims to reduce costs. Typically requires a Bachelor's Degree and 6 to 8 years of related experience, including supervision.



Manufacturing/Operations Positions – Typically Hourly Positions

M100 SANITATION/BUILDING MAINTENANCE

Maintain a high standard of housekeeping and cleanliness both inside and outside the property. Perform general building maintenance tasks using basic 'handyman' skills.

M101 REFRIGERATION MECHANIC

Responsible for the maintenance and repair of all building systems equipment including chillers, cooling towers, industrial refrigeration packages, air conditioners, boilers, and air compressors. Manages vendors for utilities as required. Ensures compliance with all company health and safety guidelines.

M102 MAINTENANCE MECHANIC – PACKAGING

Maintains and repairs all high-speed automatic wrapping and packaging equipment, including set-up, changeovers, cleaning, etc. Trains machine operators to enhance their mechanical skills in line maintenance, inspection, and lubrication. Performs preventative maintenance.

M103 MAINTENANCE TECHNICAL TEAM LEADER

Leads a maintenance team by coordinating, organizing, and communicating with both mechanical and production teams. Minimizes breakdowns in machinery by ensuring that they are dealt with quickly, that problems are resolved, and that all repair/maintenance items are followed-up on. Identifies and proposes machine modifications to increase output reliability

M104 MACHINE SET-UP

Responsible for the complete operation including set-up, programming, and quality of wrapping machines, including but not limited to disassembling and reassembling all moveable parts and guards for cleaning, machine adjustments, minor repairs, lubrication, troubleshooting, problem-solving and documentation of maintenance.

M105 LEAD OPERATOR

Ensures staff are in place to run current shifts and prepares for upcoming shift, posts daily production schedule, participates in shift change meetings, daily production reviews, daily scheduling meetings, weekly team meetings. Trains operators according on standard operating procedures and ensures adherence to safety requirements.

M106 ELECTRONIC TECHNICIAN

Responsible for the maintenance, troubleshooting, and repair of all process and packaging equipment as well as building services. Utilizes knowledge or programmable logic controllers, operator interfaces, and automated process equipment.

M107 ELECTRICIAN

Maintains and repairs all high speed automatic packaging and processing equipment including diagnostics, calibration, set-up, changeovers, cleaning, etc. Trains machine operators to expand their operational skills relating to line maintenance, equipment calibration, and adjustments.



Procurement Positions

P01 SENIOR PURCHASING OFFICER

Develops, recommends and administers policies, programs and procedures for supplying at a minimum cost the quality and quantity of raw materials, containers and supplies required; seeks out suppliers; keeps informed of current prices and trends; expedites, maintains records; disposes of surplus/obsolete items.

P02 PURCHASING AGENT

Purchases specified or standard materials or supplies; interviews salesmen, negotiates and seeks source of supply as required. Approves and qualifies vendors. Authorizes purchase orders. May supervise subordinate Buyers.

Human Resources Positions

HR01 SENIOR HUMAN RESOURCES EXECUTIVE

Responsible for policies and procedures relating to personnel such as recruitment, selection, training, job evaluation, salary determination, organization planning and development, collective bargaining, employee discipline, medical, recreational and personal services, safety and security.

HR02 PLANT HUMAN RESOURCES MANAGER

Reports to Plant Manager. Receives functional direction from corporate Human Resources Officer. Implements established procedures and policies. Employment, benefits, safety. Handles preliminary discipline or grievances interviews. Responsible for medical services, cafeteria.

HR08 HUMAN RESOURCE SPECIALIST

Administers a range of human resource programs and services, including compensation and benefits, employee or labour relations, performance management, job classification and evaluation, training and development, staffing and recruitment, employment equity, contract administration, health and safety, EAP, etc. Responds to employee inquiries regarding human resource policies and procedures. Identifies and/or resolves potential grievances. Counsels employees on work-related and personal issues. Conducts employee exit interviews.



Research/Technical Control Positions

RT02 RESEARCH & DEVELOPMENT MANAGER

Supervises operation of research laboratory and personnel; selects and maintains major lab equipment; performs developmental work on products, processes and raw materials; prepares or maintains formulae and specifications; provides advice on manufacturing difficulties.

RT03 QUALITY CONTROL ASSURANCE MANAGER

Supervises quality control or assurance program and personnel; establishes standards of production; develops control methods; implements inspection and testing program; reports sub-standard performance and material; recommends corrective action; recommends modifications to operations, products or raw materials. Maintains formulae and manufacturing specifications.

RT04 QUALITY CONTROL LABORATORY SUPERVISOR

Supervises a group of laboratory technicians performing specified or routine tests relating to quality control or production; summarizes and interprets test results; develops lab testing procedures; maintains and recommends purchase of lab equipment.

RT05 LABORATORY CHEMIST

Performs chemical tests as required and provides technical knowledge and skills necessary for implementation and maintenance of chemical testing quality control programs. Familiar with analytical lab work and able to run routine and complex tests and analyses. Usually reports to the Laboratory Supervisor.

RT06 TECHNOLOGIST

Primary function is to ensure that sanitary conditions, raw and in-process materials and finished products meet established quality standards. Monitors operations and ensures that established formulae, procedures and specifications are being followed. Coordinates with appropriate personnel in correcting conditions causing problems in quality control. Usually reports to Laboratory Supervisor.

RT07 SR. MANAGER SCIENTIFIC AND REGULATORY AFFAIRS

Provide leadership by conducting assessments on regulatory and scientific issues that may impact products and the organization's ability to do business or which may strengthen the ability to do business in the future. Participates in influencing government and regulatory changes by writing position papers and liaising with multiple regulatory sectors (government, academia, health professionals, industry peers).

Distribution and Traffic Positions

DT01 MANAGER OF DISTRIBUTION

Develops, recommends and administers policies, programs and methods for moving and handling products from storage to the customer, branch and warehouse inventory control, customer and traffic; may include production control, receiving and materials handling.

DT02 TRAFFIC MANAGER

Obtains the most efficient and economical transportation service; routes in and out shipments; traces and expedites shipments; obtains customs rulings and clearances; audits; freight bills; filing damage claims; may handle travel recommendations or personnel moving arrangements.

DT03 CUSTOMER SERVICE MANAGER

Manages the group engaged in communicating with the customer on matters related to fulfilling an order; usually associated with distribution, logistics; may carry elements of credit and inventory management.



Distribution and Traffic Positions (cont'd)

DT04 IMPORT / EXPORT CUSTOMS SPECIALIST

Manages all facets of customs documentation and customs compliance associated with the export and import of finished goods, raw materials, machinery, repair parts and other items. Ensures a high level of compliance and adherence to all customs and other government regulations for Canada Customs. Manages all NAFTA related requirements including requesting yearly blanket NAFTA certificates, completion of NAFTA audits, monthly reporting of NAFTA savings, etc.

DT05 DIRECTOR, SUPPLY CHAIN

Responsible for all supply chain management functions including warehousing, inventory management, transportation, and distribution of raw materials, goods-in-process, and finished goods. Requires close involvement with procurement, customer service, and production/merchandise planning. Supervises other managers/supervisors as well as professional logistics management staff at one or more location(s). Frequently reports to a Manufacturing Executive or Operations Executive

Engineering Positions

E01 MANAGER OF ENGINEERING

Usually reports to President or Senior Manufacturing Executive. Plans, supervises or coordinates the design, installation, erection or modification of buildings, machinery or equipment. Supervises the engineering function for the company, often at a corporate level.

E02 PROJECT ENGINEER

Usually reports to Engineering Supervisor or Manager. Makes preliminary surveys for projects including building, utilities, services, equipment, layout; investigates, evaluates and reports on alternative methods; may supervise installation of equipment by contractors or company mechanics. Troubleshoots production facilities to upgrade production.

E03 PACKAGING DEVELOPMENT MANAGER/ENGINEER

Responsible for packaging design and engineering for new products, resizing or improvements to existing product packages. Determines mold, raw materials, and size designs, develops standard operating instructions. Provides technical expertise on packaging problems. Assists with production layouts, packaging equipment specifications, design changes and equipment installation.

Administrative Support Positions

X01 EXECUTIVE ASSISTANT—CEO

Provides advanced secretarial and administrative support. Exercises initiative and judgment in handling routine and confidential materials/inquiries. Composes routine correspondence and memoranda, maintains appointment schedules, coordinates travel arrangements, schedules meetings, etc. Works under general supervision; considerable coordination and time management skills required. Typically works with a more senior manager or executive.

