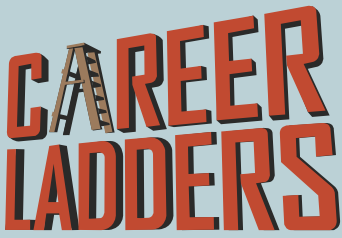


# MANUFACTURING SUPPORT SPECIALIST

Manufacturing support specialists are responsible for providing the services that make the manufacturing process more efficient and cost-effective.



## JOB TITLES COMMON TO THIS CAREER OCCUPATION INCLUDE:

Quality Control Technician	Sales Proposal Writer	Material Controller
Quality Inspector	Technical Sales	Production Controller
CMM Operator	Purchasing Agent	Receiving Clerk
Cost Estimator	Buyer	Shipping Clerk

## SAGINAW VALLEY

Each ladder depicts a series of work experiences that leads to more challenging and higher paying opportunities. While every level of the ladder can provide a satisfying job, some employees will choose to gain even more skills and responsibilities that will advance them in their careers. To do so, they will need more education, training, and work experiences. Some jobs will require a certificate, a license, or an advanced degree.

**CLIMBING THE CAREER LADDER**

## ADVANCED LEVEL

Bachelor's degree or proven technical skills that can be demonstrated through industry experience

**Design Engineer**  
\$20.00-\$30.50/hour

**Manager**  
\$19.00-\$32.00/hour

## MID LEVEL

Associate's degree or equivalent training and experience

**Design Specialist**  
\$15.00-\$23.50/hour

**Skilled Trades**  
\$17.85-\$24.00/hour

**Manufacturing Support Specialist**  
\$15.00-\$23.50/hour

## ENTRY LEVEL

High school diploma and completion of the Engineering/Manufacturing and Industrial Technology Career Pathway requirements and/or appropriate career and technical education classes

**CAD and Design Trainee**  
\$8.10-\$12.00/hour

**Apprentice**  
\$8.00-\$15.00/hour

**Machinist Trainee**  
\$8.10-\$12.00/hour

Wages will vary within this occupation based on complexity of the job and the employee's ability to make correct decisions from a wide variety of choices.

## JOB DESCRIPTION

Each occupation is described in terms of specific tasks and typical job duties.

## A MANUFACTURING SUPPORT SPECIALIST MUST BE ABLE TO:

- Read and understand blueprints and other customer specifications
- Use precision measuring methods and equipment
- Apply mathematics and perform calculations to determine the cost of producing a product or service
- Use writing skills and communicate written thoughts to others, both inside and outside the company
- Work as part of a team, as both a leader and a follower
- Communicate with coworkers and supervisors to give and receive instructions and coordinate activities
- Be proficient in manufacturing software

## WAGES

Wage information was obtained from the Michigan Department of Labor and Economic Growth and from local employers to give a general idea of the wages and salaries for this occupation.

## WAGE RANGE

\$15.00-\$23.50/hour

## WORKING CONDITIONS

A manufacturing support specialist works indoors and depending on the work responsibilities may work in an office, a laboratory, or in a manufacturing plant. Their likelihood of injury is low and the level of injury is slight. They do wear protective attire in some laboratories and when their work exposes them to hazardous areas in a manufacturing plant.

## EDUCATION AND TRAINING

Courses, programs, and certificates that are needed for employment are offered by local education and training providers.



### HIGH SCHOOL

- Completion of high school's Engineering/Manufacturing and Industrial Technology Career Pathway and/or appropriate career and technical education classes
- Algebra
- Geometry
- Trigonometry
- Physics
- Career studies, such as machine tool technology
- Co-op work experience
- Saginaw/Midland/Bay Michigan Works! automation certificate

### COMMUNITY COLLEGE

- Delta College: individual classes; machining certificate; first through fourth year apprentice education and training; associate's in applied science, skilled trades; bachelor of science transfer programs
- On-the-job training
- Corporate training

### UNIVERSITY

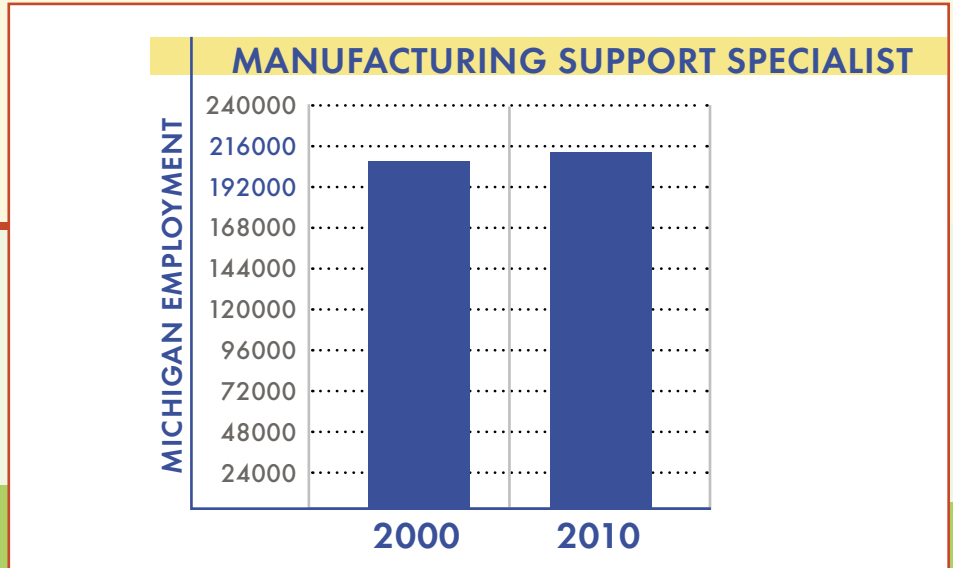
- Saginaw Valley State University: master of science, technological processes

### LOCAL EDUCATION AND TRAINING PROVIDERS

- Local school districts
- Bay-Arenac ISD Career Center
- Saginaw Career Complex
- Saginaw/Midland/Bay Michigan Works!
- Delta College
- Delta Corporate Services
- Davenport University
- Davenport Corporate Services
- Saginaw Valley State University
- Saginaw Valley State University Center for Manufacturing Improvement

# JOB OUTLOOK

The rate of growth within this occupation is projected by data from local employers and the Michigan Department of Labor and Economic Growth.



## ADVANCEMENT

Manufacturing support specialists are the employees responsible for providing the services that make the manufacturing process more efficient and cost effective. Most employees in this occupation are promoted from other jobs in the company based on their ability to solve problems. With additional experience and education, they may advance further by increasing their skills and by training other employees. Some manufacturing support specialists become managers or supervisors.

## WHAT THE EMPLOYER SAID



## WHAT DO YOU LOOK FOR IN A POTENTIAL EMPLOYEE FOR THIS POSITION?

“A self-motivated individual with the highest professional business ethics. Very detail-oriented with excellent people, negotiation, and organization skills. General well-rounded business understanding. Computer literate with typing skills.”

Gary Seibert, general manager – purchasing  
Merritech Inc.

# STAR PROFILE

This interview is intended to show you what is needed to be a star employee.



**EMPLOYEE:**  
**MARK SEYMOUR**

**OCCUPATION:**  
**PURCHASING  
MANAGER**

**COMPANY:**  
**MERRITECH INC.**

## TELL US HOW YOU ATTAINED YOUR CURRENT POSITION.

I found the position posted on the Internet. I composed my resumé and mailed it in. I was contacted and called in for an interview. I was then contacted and called in for a second interview, at which point I was offered and accepted the position.

## DESCRIBE YOUR TYPICAL DAY.

I get up between 5:00-5:30 a.m., leave by 6:20 a.m., and arrive by 7:00 a.m. I check my emails and any purchase requisitions that may have been dropped off over the weekend and then begin issuing "request for quotes" and "purchase orders." I follow up on past-due orders, negotiate payment terms and pricing, work with accounts payable for questions regarding purchase orders, and spend a lot of time on the phone with vendors answering questions pertaining to purchase orders. I leave between 4:30-5:30 p.m. and am home by 6:00 p.m.

## WHAT QUALITIES MAKE SOMEONE A "STAR" IN THIS OCCUPATION?

Communication and negotiation skills are the most important factors in this occupation.

## WHAT TRAINING AND EDUCATION DID YOU NEED TO ENTER THIS POSITION?

I graduated from high school with majors in business, math, English, and Spanish. I had two years of classes in college focusing on business administration. Finally, I had on-the-job training from my previous workplace – 21 years of training to be exact. I've found that all of my education and training have been valuable; but most of all, my on-the-job training from my previous workplace has allowed me to continue to be successful. When you spend 20-plus years in the business, you learn many of the ins and outs.

## WHAT DO YOU LIKE MOST/LEAST ABOUT YOUR JOB?

The constant interaction with a variety of different people is what I like most about my job. Trying to resolve issues that I have no control over is what I like least about my job.

## WHAT ADVICE CAN YOU GIVE SOMEONE SEEKING A JOB IN YOUR FIELD?

Get a college education and acquire as many classes as possible in negotiating and communications, as they are the two most important tools that you will use.

## ARE THERE ANY LICENSES OR CERTIFICATIONS NEEDED FOR YOUR POSITION?

A college education is preferred but not always required. In my case, my previous work experience was extremely beneficial.

## ACKNOWLEDGMENTS

The Career Ladders project began as a Saginaw County Vision 2020 initiative. To date, more than 300 individuals have been involved in the project. It is impossible to list them all, but the Comprehensive Education and Workforce Development Committee appreciates each one and the incredible participation by our major employers and educational institutions, as well as the support from the Arnold and Gertrude Boutell Memorial Fund, The Dow Chemical Company, The Dow Corning Foundation, the Fordney Club, the Hospital Council of East Central Michigan, the Michigan Department of Labor and Economic Growth, the National Tooling and Machining Association – Saginaw Valley Chapter, the Saginaw Community Foundation, the Saginaw County Business and Education Partnership, the Saginaw County Chamber of Commerce Foundation, Saginaw County's local school districts, Saginaw County's Promise, the Saginaw County Vision 2020, the Saginaw Future Inc., the Saginaw/Midland/Bay Michigan Works!, the Saginaw Township Business Association, the Saginaw Valley Manufacturers' Association, and the Saginaw Valley Tech Prep Partnership. We also want to thank NOVA for their guidance.

EQUAL OPPORTUNITY EMPLOYER/PROGRAM. AUXILIARY AIDS AND SERVICES ARE AVAILABLE UPON REQUEST TO INDIVIDUALS WITH DISABILITIES.