



**POSITION:** Team Lead

**REPORTS TO:** Production Supervisor

**LOCATION:** Abbotsford, BC

**NAME:**

**DATE:**

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## POSITION PROFILE

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### Summary:

A Team Lead is a highly detailed front-line leader, working as a subject matter expert to achieve department objectives. The Team Lead excels at leading by example. They demonstrate skills in reliable attendance, conflict resolution, written and verbal communication, remaining calm and professional in complex or ambiguous situations, multitasking, critical thinking and problem solving. A Team Lead can appropriately and proactively deal with a variety of production situations and/or their assigned team's performance. The Team Lead's success is measured by their team and internal customer's success. This is reflected in part by meeting established Key Performance Indicators (K.P.I.).

### Department Structure:

There are no subordinates reporting directly to the position of Team Lead. However, this position under the direction of the Production Supervisor, is responsible for overseeing the daily activities of the department and associated areas. Reporting to the Production Supervisor the Team Lead is a core member of the overall Phantom production team. It is a working position with responsibility for directing and coordinating the daily activities of a team of approximately 10 production technicians.

### Our Values:

At Phantom Screens we value all of our employees. We are committed to providing a safe, harmonious, and respectful work environment and all employees are required to help us achieve this by practicing our core values.

- To Speak the Truth
- To Pursue Excellence
- To Serve Each Other
- To Practice Stewardship

### Position Responsibilities:

(include but are not limited to, the following)

### Our Safety (Time Dedication 5%)

A safe working environment is number one to Phantom. Support this initiative by:

- a. Understanding, and complying with current Phantom general safety and housekeeping practices as outlined in the Phantom Employee Policies Manual and Safe Work Instructions.
- b. Ensuring all team members understand and adhere to best safety practices. Be eyes and ears on the production floor.
- c. Train team members to our Safe Work Instructions
- d. Audit and report mandatory PPE compliance.



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- e. Report new situations as they arise.
- f. Participate (when required) in safety investigations and troubleshooting.

**Directing Shop floor Staff: (Time Dedication 50%)**

Foster a positive and productive work environment by:

- a. Understanding and complying with the current Phantom policies outlined in the Phantom Employee Policies Manual
- b. Consistently demonstrating and encouraging in others: Phantom's corporate values, professional work habits, and executing Phantom's overall strategic vision.
- c. Ensuring the appropriate steps are taken to bring conflicts to a satisfactory resolution.
- d. Exercising confidentiality when appropriate and necessary.
- e. Being the subject matter expert on assigned work area(s).
- f. Providing team members with: daily leadership, direction, motivation, training, and encouragement in achieving expected goals.
- g. Overseeing and maintaining the daily activities of a well-trained and motivated team within your assigned work area(s).
- h. Coaching team members to success and support accurate performance evaluations.
- i. Leading Team Meetings.
- j. Actively training and effectively conveying process instructions and technical changes at the appropriate time.
- k. Effectively communicating, using the most current verbal and written systems, processes and reports to all: internal customers, suppliers, coworkers, and other departments.
- l. Acting as emergency station relief in assigned work area(s), for unscheduled absences.

**Our Quality: (Time Dedication 20%)**

100% correct 100% of the time is our Goal. Understand Phantom expectation's in your assigned area(s) and ensure shop floor activities and instructions reflect this K.P.I. by:

- a. Understanding, complying, maintaining and supporting development of current Phantom Standard Operating Procedures (S.O.P.) listed in the Work Instruction Checklist.
- b. Executing appropriate Quality Inspections and audits. When adverse trends become apparent, communicate for timely corrective action.
- c. Investigating root causes on sales claims and supporting error proofing solutions.
- d. Retraining team members as needed.
- e. Participating and communicating in production improvements.
- f. Understanding and supporting internal customer expectations.

**Our Production: (Time Dedication 20%)**

Support meeting Phantom Lean production goals in assigned work area(s) by:

- a. Supporting team members to understand and successfully execute production tracking standards and K.P.I.'s.
- b. Maintaining a working knowledge of accuracy and speed targets of all assigned stations.
- c. Executing Work Instruction compliance audits.
- d. Working as station support to manufacture all appropriate products and components.
- e. Keeping up to date and communicating the impact of current processes and product changes.
- f. Maximizing production output, through managing work flow and removing bottlenecks as they appear.
- g. Communicating equipment repair needs and troubleshooting critical production adjustments.



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**Continuous Improvement: (Time Dedication 5%)**

Using Lean Manufacturing techniques, strive for excellence and improved efficiency.

Champion the concerns and suggestions of their assigned team members by:

- a. Troubleshooting and communicating issues with: Work instructions, equipment, personnel, travelers, processes, and reporting systems in their assigned work area(s).
- b. Supporting (as required) corporate and departmental strategies, tactics and targets.

Demonstrate a willingness to perform all other tasks as directed.

**Position Requirements:**

Leadership / Training / Auditing skills

Phantom Employee Policies Manual

Lean Manufacturing Basics

Phantom Product Installation

Basic working understanding of Microsoft office.

**Academic Qualifications and Work Experience:**

Completion of High School Diploma (Grade 12 or equivalent)

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Employee signature

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Date

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Manager signature

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Date