



Documentation Manager

Department: Research & Development

Job Status: Full Time

FLSA Status: Exempt

Reports To: Product Development Manager

Amount of Travel Required: No travel required

Positions Supervised: None

Work Schedule: Core hours as advised by manager

Flexible hours beyond core hours as needed

POSITION SUMMARY

This position maintains the integrity and growth of the company's product documentation. Primarily responsible for compilation, control, and maintenance of best practices documentation related to all aspects of the company's products. Other responsibilities include production and maintenance of technical documents and publications related to all aspects of the company's products.

ESSENTIAL FUNCTIONS

- Institute and maintain corporate-wide document control system for products as it pertains to consumer and regulatory requirements. .
- Create best practices for product documentation as appropriate to ensure consistency, repeatability and comprehensive presentation of mandatory and critical product information for consumers, dealers and distributors and all other affected parties..
- Ensure that project documentation, illustrations and depictions, and related materials conform to applicable uniform corporate standards.
- Create and maintain central product document archives to enable controlled, company-wide access.
- Sustain continuous improvement of best practices through interdepartmental process analysis (VSM) and coordinate change activity.
- Manage the production and maintenance of technical documents related to all aspects of the company's products. These include consumer Instruction Manuals, retailer and in-house Training Guides, Dealer Communications, Product Labels, Test Lab/ Product Development Documentation.
- Ensure timely revision of the above for changes in specifications, content, design, and procedure.
- Reviews marketing materials for technical accuracy.
- Coordinate with approvals / regulatory agencies and independent testing laboratories to ensure product and company compliance with standards, laws and regulations. Maintains agency listing documentation for applicable products
- Resolves technical issues with in-house technical service and marketing departments, production personnel, vendors, testing labs, code officials, dealers, and factory reps.



Documentation Manager

- Work cooperatively with all co-workers
- Participate in Jøtul Idea System
- Meet attendance expectations
- Practice Lean Manufacturing Processes unique to position
- Adhere to all safety guidelines and actively participate in required programs
- Performs other duties as assigned

POSITION QUALIFICATIONS

Competency Statement(s)

- Accuracy - Ability to perform work accurately and thoroughly.
- Adaptability - Ability to adapt to change in the workplace.
- Communication, Written – Ability to communicate in writing clearly and concisely.
- Creative - Ability to think in such a way as to produce a new concept or idea.
- Customer Oriented - Ability to take care of the customers' needs while following company procedures.
- Judgment - The ability to formulate a sound decision using the available information.
- Organized - Possessing the trait of being organized or following a systematic method of performing a task.
- Relationship Building – Ability to effectively build relationships with customers and co-workers.
- Technical Aptitude - Ability to comprehend complex technical topics and specialized information.
- Working Under Pressure - Ability to complete assigned tasks under stressful situations.

Education

Bachelor's Degree

Experience

5+ years experience in manufacturing processes, product development, regulatory agency documentation and technical publications.

SKILLS & ABILITIES

Computer Skills – Thorough knowledge of MRP/PLM systems and controls. Mastery of desktop publishing, illustration and imaging software.



Documentation Manager

PHYSICAL DEMANDS

Physical Abilities

		Lift /Carry	
Stand	O (Occasionally)	10 lbs or less	O (Occasionally)
Walk	O (Occasionally)	11-20 lbs	O (Occasionally)
Sit	F (Frequently)	21-55 lbs	N (Not Applicable)
Handling / Fingering	F (Frequently)	56-100 lbs	N (Not Applicable)
Reach Outward	O (Occasionally)	Over 100 lbs	N (Not Applicable)
Reach Above Shoulder	O (Occasionally)		
Climb	N (Not Applicable)		
Crawl	N (Not Applicable)		
Squat or Kneel	O (Occasionally)		
Bend	O (Occasionally)		

Push / Pull

12 lbs or less	O (Occasionally)
13-25 lbs	O (Occasionally)
26-40 lbs	N (Not Applicable)
41-100 lbs	N (Not Applicable)

N (Not Applicable) Activity is not applicable to this occupation.

O (Occasionally) Occupation requires this activity up to 33% of the time (0 - 2.5+ hrs/day)

F (Frequently) Occupation requires this activity from 33% - 66% of the time (2.5 - 5.5+ hrs/day)

C (Constantly) Occupation requires this activity more than 66% of the time (5.5+ hrs/day)

Other Physical Requirements

Vision (Near, Distance)

Sense of Sound (85 decibels)

Sense of Touch

Ability to wear Personal Protective Equipment (PPE) (Safety glasses, steel toe shoes)

WORK ENVIRONMENT

This position is both an office and warehouse position. While in the warehouse, temperature seasonally can be 90 - 100 degrees.