



Design Services Career Ladder

Reports To: Customer Operations Manager	Division: Corporate
FLSA Classification:	Department: Customer Care

Job Description: Design Services

- Responsible for collaborating with our customers, engineering and customer operations departments to develop serving system designs. The designs will utilize Duke's engineering and production standards and support the aesthetic, function, and budget expectations of our customers.

Functional Area: Customer Care Operations

The design services team has the responsibility for producing designs that maximize value for our customers by converting customer needs to product features that keep with engineering standards and production capabilities and maximizes operational productivity. This includes design concepts, CAD drawings, renderings, quotes, and equipment specifications. Required skills include:

- Ability to work collaboratively in a team environment
- Ability to adhere to a strict timeline
- Ability to check others' work for accuracy
- Ability to manage time effectively
- Ability to be proactive and a self-starter
- Ability to multi task

Design Services Responsibilities

	Associate	Designer	Senior	Lead
Lean, continuous improvement	X	X	X	X
Customer support, problem solving	X	X	X	X
Demand generation, standard quoting	X	X	X	X
Demand generation, custom quoting		X	X	X
Demand generation, product enhancements			X	X
Lean, management for daily improvement			X	X
Customer support, technical resource for commercial and customer care teams			X	X
Demand generation, project design			X	X
Customer support, technical liaison with customer			X	X
Product training/people development/technical mentorship				X

Essential Knowledge, Skills and Abilities

		Associate	Designer	Senior	Lead
Design Analysis	Sound Duke technical product knowledge	X	X	X	X
	Understand Ethnography & Pain Discovery		X	X	X
	Excellent presentation skills		X	X	X
	Understand and design for cost, capability and capacity		X	X	X
CAD Design	Ability to read floor plans and blueprints	X	X	X	X
	Understanding of basic electrical theory	X	X	X	X
	Equipment layout from concept design (prior to quotation)	X	X	X	X
	Basic drafting	X	X	X	X
	Working knowledge of flow concepts	X	X	X	X
	Attention to detail	X	X	X	X
	Ability to answer product-specific questions		X	X	X
	Communication with factory to obtain needed information		X	X	X
	Working knowledge of equipment design		X	X	X
	Specialized product/industry knowledge		X	X	X
	Design problem identification and innovative problem-solving			X	X
Essential Software, Knowledge, Skills	AutoCAD 3D Solid Modeling	X	X	X	X
	Microsoft Office	X	X	X	X
	Adobe (Acrobat, Photoshop, etc.)	X	X	X	X
	Understanding of Epicor	X	X	X	X
	Tolerant of interruptions and change of focus	X	X	X	X
	Adhering to strict deadlines	X	X	X	X
	Close attention to detail	X	X	X	X
	Efficient time management	X	X	X	X
	AutoQuotes	X	X	X	X
	Custom Menu creation and maintenance			X	X
	Maintenance of block library			X	X
Custom VBA program creation and maintenance				X	

Education / Experience **

	Education (min)	Experience (min)
Associate	2 yr	0 yr
Designer	2 yr	4 yr
Sr. Designer	2 yr	6 yr
Team Leader	2 yr	6+ yr

** Relevant education, relevant experience and performance will be considered together.

Physical Job Requirements:

1. Speaking to employees and customers.
2. Listening to employees and customers.
3. Sitting for extended periods of time.
4. Standing for continuous periods of time without being able to leave the work area.
5. Lifting (raising or lowering objects).
6. Pulling and/or pushing (exerting up to 10 pounds on a regular basis so that the object is moved to or away from the employee).
7. Carrying objects (in arms or on shoulders).
8. Grasping (applying pressure to objects).
9. Reaching (extending hands and arms in any direction).
10. Stooping and crouching (bending downward and forward).

11. Feeling (perceiving attributes of objects such as size, shape, temperature, or texture).

Mental and Visual Job Requirements:

1. Clarity of vision at 20 inches or less.
2. Clarity of vision at 20 feet or more.
3. Ability to bring objects into sharp focus.
4. Ability to identify and distinguish colors.
5. Ability to judge distance and space relationships.
6. Ability to learn and comprehend instructions and orientation to the job.
7. Ability to concentrate attention on task at hand for extended periods of time.

Workplace Environmental Conditions:

1. Typical office environment and development lab environment.
2. Occasionally subject to sufficient noise to cause the worker to shout in order to heard above the ambient noise level.
3. Occasional exposure to oscillating movements (vibrations) of the extremities or whole body.
4. Occasional exposure to hazardous conditions: proximity to moving mechanical parts, electrical current, working on scaffolding and high places, explosives, exposure to high heat or exposure to chemicals.

Applicable Job Title	<input type="checkbox"/> Associate	<input type="checkbox"/> Designer	<input type="checkbox"/> Senior	<input type="checkbox"/> Lead
Employee Signature and Date:				
Employee Printed Name:				
Supervisor Signature and Date:				