

## Document Handling Specialist

### The Company

Here at Encore Glass, we are dedicated to providing the best service and highest quality products in the industry. Forty years ago, we began sterilizing and recycling bottles for Northern California wineries (letting the bottles perform an 'encore'). As we learned more about the needs of the vintners we serve, we expanded to import and distribute glass and expanded to offer services like custom printed boxes, decorated bottles, and custom molds. Millions of cases later, we are still led by the same family and the same values for our customers and our employees.

We empower you to make decisions and seek out the information necessary to provide exceptional service to our internal and external customers. If you are looking for a role where you get to create process improvement and take ownership of your work, this is the place for you!

### What you will be doing/The Role:

This position is responsible for creating, updating, and reviewing all Standard Operating Procedures, Training Guides, Work Instructions, Customer Facing Documents, and all other standardized documents at Encore. This requires strong written and verbal skills as this position facilitates meetings with cross functional departments to streamline processes, documenting complex descriptions in a clear and accurate document.

- Work with cross-functional teams to create Standard Operating Procedures, Training Guides, and Customer Facing Documents
- Edit, clarify, and review already established documents
- Review processes and determine where structure is needed to bring process improvement
- Work closely with the Deviation Management Specialist to formalize processes as found through root cause/corrective action analysis from open process deviations.
- Control the change management process by implementing an organized review process, approval sign off, training, and storage of all documents.

### Why Encore?

- We care about our employees – you are our biggest asset – we celebrate your milestones and success! From our service hero award, to Employee of the Month, and fun winter and summer activities!
- We are committed to employee development and growth – when you succeed we succeed!
- We offer a competitive base salary and benefits package with a generous 401k matching program.
- We have been around for over 40 years and continue to have exciting opportunities on the horizon.

### MINIMUM REQUIREMENTS:

- Bachelors preferred
- Excellent attention to detail
- Intermediate MS Excel, Word, and OneDrive skills
- Demonstrates ability to improve efficiency and quality of the documentation process
- Strong verbal and written communication experience
- Able to mediate meetings with individuals of various departments
- Can articulate, in detailed form, tasks that you have no experience working with
- Can work outside of direction to find processes in need of improvement
- Ability to juggle multiple changing and shifting priorities
- Ability to build, maintain and grow relationships internally and externally

- A sense of humor – we have fun!

Encore Glass is an equal opportunity employer. For more information, please visit our website at [www.encoreglass.com](http://www.encoreglass.com).

If you are interested in joining the Encore family, please reply to this ad and include your cover letter, resume and salary requirements. This position has a salary range of \$23.00-\$26.00 per hour.