



QUALITY MANAGER

DEPARTMENT: Quality Assurance

REPORTS TO: Vice President of Operations

AMOUNT OF TRAVEL REQUIRED: Occasional

WORK SCHEDULE: Monday-Friday

JOB STATUS: Full - Time

POSITIONS SUPERVISED: Quality Specialist, Quality Technician
Off-shore Quality Engineer

PAY STATUS: Salary

POSITION SUMMARY

Perform Managerial function and provide Quality Assurance support for all locations and Customers and Suppliers, assisting with inspection, documentation, Vender qualification, customer/vender communications, corrective action follow-up, with main focus to be on aiding in the achievement of Department and Company wide goals. The following information is not all-inclusive of the Manager's job duties and should not be consider as such. Other duties/expectations may be assigned.

ESSENTIAL FUNCTIONS

Reasonable Accommodations Statement

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

SPECIFIC FUNCTIONS

- Direct and guide the quality function in systems implementation and customer support. This includes internal and external documentation, customer and supplier contact, evaluation and updating /purchase of equipment, gage requirements and calibration, assist in establishment of and adherence to departmental budget, monitoring specification compliance requirements, capability analysis, review of statistical process control, and sampling plans. This planning must be developed concurrently with the Company Wide Plan.
- Maintain and manage the quality management system in regards to registration to ISO 9001 and IATF 16949, as the Management Representative. This includes (but is not limited to) completing internal audits, ensuring changes to our QMS system are documented in Quality Manual, and coordinating and participating in the annual 3rd party audit.
- Assist in location of, and lead in qualifying, developing, and managing quality of off-shore/sourcing supply base, including Vendor visits abroad, audit of existing suppliers, communication, review of prints / projects for RFQs to ensure complete understanding by suppliers, work with suppliers for resolution of quality issues, audit and approval of potential off-shore suppliers for sourcing. Manage and provide direction to Native Chinese Quality Engineer.
- Responsible for qualifying and developing domestic supply base, including Vendor visits, communication, review of prints / projects for RFQs to ensure complete understanding by suppliers, work with suppliers for resolution of quality issues, audit and approval of new and existing suppliers.
- Assist in the development and implementation of supplier certification program. Work with suppliers in developing of capabilities and quality systems.
- Provide direct supervision and direction for manufacturing quality department staff, including, but not limited to: performance management of staff, completion of individual performance appraisals, departmental staffing, and training.

- Complete and assist with inspection, compile and review qualification information, complete, or assist in the completion of required documentation, as necessary. Initiate corrective actions, as required, and provide reports as to status and follow up.
- Communicate information, resulting from testing and analysis, to Purchasing and Sales, and other internal and external customers. Aid in determination of actions required to resolve problems.
- Assist in the establishment and implementation of procedures, including documentation, training and awareness, to be used by and/or delivered to Vendors and Quality Department personnel.
- Provide Quality Assurance coverage as requested for Customer required sorts and conferences.
- Provide support in entering of RMAs, monitoring of DCRs and Deviations, and PPM tracking.
- Manage Stern Rubber Company calibrated equipment.

POSITION QUALIFICATIONS

- Accountability – Ability to accept responsibility and account for his/her actions.
- Adaptability – Ability to adapt to change in the workplace.
- Decision Making – Ability to make critical decisions while following company procedures.
- Energetic – Ability to work at a sustained pace and produce quality work.
- Friendly – Ability to exhibit a cheerful demeanor toward others.
- Leadership – Ability to influence others to perform their jobs effectively and to be responsible for making decisions
- Responsible – Ability to be held accountable or answerable for one’s conduct. Also, following the proper safety policy in place.
- Self Motivated – Ability to be internally inspired to perform a task to the best of ones ability using his or her own drive or initiative.
- Coaching & Development – Ability to provide guidance and feedback to help others strengthen specific knowledge/skill areas.
- Delegating Responsibility – Ability to allocate authority and/or task responsibility to appropriate people
- Self Confident – Ability to make decisions and work with limited direction and/or instruction.
- Communication, Oral & Written – Able to read, analyze, and interpret blue prints, technical procedures, and criteria or specification information. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from managers, customers, suppliers, and support staff. Ability to communicate with a diverse group of people and education levels, and practice, reinforce, and promote sound quality and customer relations for both internal and external customers.
- Management Skills – Ability to organize and direct oneself and effectively supervise others.
- Working Under Pressure – Ability to complete assigned tasks under stressful situations
- Detail Oriented – Ability to pay attention to the minute details of a project or task.
- Active Listening – Ability to actively attend to, convey, and understand the comments and questions of others.

- Assertiveness – Ability to act in a self-confident manner to facilitate completion of a work assignment or to defend a position or idea.
- Organized – Processing the trait of being organized or following a systematic method of performing a task.
- Sales ability – Ability to use appropriate interpersonal styles and communication methods to relate to customers
- Time Management – Ability to utilize the available time to organize and complete work within given deadlines.
- Problem Solving – Ability to define problems, collect data, draw valid conclusions and interpret criteria
- Customer Oriented – Ability to take care of customers’ needs while following company procedures.
- Interpersonal – Ability to get along well with a variety of personalities and individuals (be a team player).

COMPETENCY REQUIREMENTS

Education/Experience: BS Degree, along with four years related experience, or equivalent combination

Computer Skills: Operation of personal computer, with experience in Window, Excel, CAD

Certificates & Licenses: N/A

Other Requirements: Training and/or experience in Statistical Process Control. Familiarity with ISO and QS standards. Able to work effectively with a variety of measurement devices, including optical comparators, calipers, radius gages, CMM.

PHYSICAL DEMANDS

Physical Demands		Lift/Carry	
Stand	O	10 lbs or less	F
Walk	O	11 – 20 lbs	O
Sit	O	21 – 50 lbs	O
Handling / Fingering	O	51 – 100 lbs	N
Reach Outward	O	Over 100 lbs	N
Reach Above Shoulder	O	Push/Pull	
Climb	O	12 lbs or less	O
Crawl	O	13 – 25 lbs	O
Squat or Kneel	O	26 – 40 lbs	O
Bend	O	41 – 100 lbs	N

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

While performing the duties of this job, personal protective equipment may be required or can be used as seen fit by the employee, and include steel toed shoes or boots, safety glasses, or gloves.

WORK ENVIRONMENT

The employee occasionally may perform repetitive task or be required to enter data or view a computer screen for extended periods. The employee may experience frequent work interruptions and/or be required to travel.

How To Apply:

Email Resume and credentials to rick.soder@sternrubber.com

Prepared/updated by: Bob Jackson

Date: 2-20-18

The Company has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and the Company reserves the right to change this job description and/or assign tasks for the employee to perform, as the Company may deem appropriate.