**FUNCTIONAL AREA:** Quality Assurance

**JOB TITLE:** QC Technician / Facilitator

**POSITION SUMMARY:**

Assist in the process/systems improvements in accordance to ISO standards. Will work independently and alongside the Q.A Auditor which will include scheduling and task managing all department’s while insuring they are up to date with all matrixes and ISO schedules.

The inspection of materials purchased or produced by H-O Products to determine if materials meet or exceed all specifications and requirements. Inspection’s includes receiving goods and RMA products. The technician will create and process RMA transactions and product audit records as well as conduct product inspection and verification. This will include Root –Cause and Corrective actions for in- house-customer and vender complaints and rejects. Processing of all assigned day-to-day work while assisting the Operations Manager where and when required. This Position will include document control and assisting the Purchasing department with Engineering Masters.

This position reports to the Operations Manager

**ESSENTIAL FUNCTIONS:**

The following are the usual, major job duties, but this job description does not preclude the performance of other duties as assigned by the supervisor or his/her designee:

* Ensures quality requirements are maintained for H-O products.
* Conducts routine quality inspections per H-O Products / customer standards and procedures.
* Assists quality management to identify defects.
* May on occasion be required to assist with various quality department needs as they arise including SPC /COC document control.
* Enforce ISO 9001:2015 standards throughout the facility
* Maintain documentation, logs and procedures in accordance to ISO standards
* Assist Operations Manager in training associates in the ISO and Product Quality Standards.
* Conduct Gauge /Tool / Measuring calibration and the purchase of replacements as necessary
* Assist and coordinate Internal ISO Audits alongside Q.A Auditor
* Facilitator of FMEA’s, Risk Analysis and other Quality tools.
* Be the primary contact for all quality issues reported by customers.
* Supply information about RMA’s to customer service.
* Determine Root Cause and corrective action for In House, customer and Vendor complaints including reporting.
* Perform incoming inspections of raw material.
* Perform in-process inspections of fabricated parts.
* Will be responsible for creating Work Instructions as necessary.
* Assist with document control
* Assist with the Engineering masters

**JOB QUALIFICATIONS:**

* Basic ISO 9001 knowledge.
* Must be proficient with English (communication & reading).
* Basic B/P reading and ability to interrupt specifications.
* Basic Knowledge of production and inspection policies, processes, procedures, and equipment.
* Must be able to correctly use digital micrometers and calipers.
* Attentive and detail orientated.
* Effective manual dexterity and eye hand coordination.
* Basic Math

**EDUCATION:**

* High school, or equivalent experience

**EXPERIENCE:**

MINIMUM REQUIREMENTS:

* 1+ years of experience in Quality Assurance or related field.
* Ability to read and understand H-O and customer inspection requirements.
* Ability to identify quality deficiencies and take necessary actions.
* Computer proficiencies for systems supporting quality functions.

**PREFERRED SKILLS/QUALIFICATIONS:**

* Experience in a quality function within a production facility, preferably.

**WORKING ENVIRONMENT/PHYSICAL ACTIVITIES:**

* Usual production environment involves frequent sitting, walking, and standing, and occasionally climbing, stooping, kneeling, crouching, and balancing.
* Occasionally lifts up to 35lbs. or carries and balances while working in the production environment.
* Frequent use of eye, hand, and finger coordination enabling the quality inspection of H-O -Products.
* Oral and auditory capacity enabling interpersonal communication as well as communication through automated devices such as email and telephone.
* Visual capacity including depth perception, color vision, and peripheral vision enabling operation of inspection equipment.

**TRAINING:**

* See H-O Products Training Matrix and Training Action Plans

**We offer the following Benefits after probation period**

* 4 Day 40 Hour work Week with Paid Breaks
* Up to $25.00 per hour  ( Negotiable) depending on experience to start (Can discuss)
* Medical Insurance ( we pay 75% after 90 day probation period
* Life insurance $20,000 and $10,000 for a total of  $30,000 in case of occurrence
* 401k / Matching fund after I year of employment
* Buy up options- Medical and Life insurance
* Northwest credit union –Membership Option
* Direct Deposit- Bank of employees choice
* Wheeler Group-Personal and Family Crisis Center
* Holidays- Are paid starting date of perm hire ( 11 counting birthday)
* PTO- Accrual Rates based upon date of hire
* Ymca Membership-70% Discount Employees only
* Reimbursement- Safety shoes and Glasses
* Aflak-Various Options-Employee paid

**Management reserves the right to change the above description at any time as required and does not in any way constitute an employment contract.**

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| Revision | Effective Date | Section | Summary of change | Authorized by |
| 0 | 12/11/19 | All | New Release | Collins |
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