

Job title:	Quality Staff Employee
Job level / level of education:	secondary vocational education+ / bachelor level
Wage grading:	3 – 11 (4510)

Job Purpose:

The Quality Staff Employee takes care of the optimization of the quality of the products. The Quality Staff also supports the Final Inspection in order to gather broad insights of the external rejections by guiding, advising and monitoring external complaints.

Position in the organogram:

The Quality Staff Employee reports directly to the Quality Manager.

The Quality Staff Employee has no managerial tasks.

The Quality Staff Employee works closely with the various departments involved in the QCA processes.

Job content:

Responsibilities:

- Identifies quality defects;
- Improvement of QCA standards;
- Contributes to improvement in process operations in order to optimize the constant quality;
- Monitors on clear communication between clients and executive departments;
- Monitors the quality of the processes, in coordination with related depts.;
- Creates support of the production staff in order to get them focused in a upgrading mode;
- Ensures correct reporting of findings;
- Supports production in order to decrease internal rejections.

Tasks:

- Analyzing and reporting of external claims with sales management and production
- Analyzing quality defects and connecting the appropriate conclusions;
- Making improvement proposals in order to eliminate quality defects
- Communicates and decides with clients and colleagues about complaints and the way in which the complaints need to be settled and prevented (eventually visiting clients together with a member of the sales team);
- All other tasks to contribute on improvements in quality and preventing complaints;
- Carrying out of initial checks on the materials and the rollers;
- Calibration of measuring devices;
- Eventually technical support to clients;
- Follow up on customer satisfaction within 6 weeks from the delivery of the external claim

- Fast turn around response to related depts. and/or clients (3 weeks delivery time after the order release)

Job requirements:

- Works and reasons on a secondary vocational education+/bachelor level ;
- Technical understanding;
- Client focus;
- Assertive;
- Good command of computer skills;
- Command of the English and German language;
- Sharp eye for details;
- High level of independence
- Critical;
- Well developed communication skills;
- Well developed analytical skills;
- Familiar with measuring diameters with micrometers.

Competences:

- Focus on quality (general on a tactical level);
- Customer Orientation (general on a tactical level);
- Communication Skills

- Attention to detail (job specific on a tactical level);
- Independence (job specific on a tactical level);
- Result-Oriented (job specific on a tactical level);
- Problem analysis (job specific on an operational level).

Working conditions:

Terms of employment:

- 38 hours per week
- Flexible

Details:

Job species: 8