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## **JOB TITLE: Quality Assurance Engineer**

**SUMMARY:** Largest South-coast Massachusetts Printing Graphic Company of graphic overlays, membrane switches (printed electronics), packaging and labels products in growth mode, seeks full time candidate who can work in conjunction with sales and manufacturing to ensure quality compliance in our manufacturing environment via coordination of corrective actions, RMAs, customer compliance requests, including ISO 9001/2015 management. Additionally, will ensures all requested customer surveys, compliance, first articles and other compliance reporting is complete, accurate and finishing within required time frames.

### **DUTIES AND RESPONSIBILITIES:**

- Maintain the corrective action system and full analysis of Root cause, with communication internally and externally. Ownership to complete agreed improvements.
- Maintain documentation of all CA's and RMA's with analysis for continuous improvement.
- Maintain the ISO 9001 Quality System by ensuring continued and effective use of the system, including audits, documentation and training and subsequent records.
- Ensure the required reports are available for management review.
- Ensure Management regularly reviews the required Standards.
- Monitor and ensure Audit Schedule is adhered to.
- Respond to customer Surveys which provide corporate, ISO, compliance and process information.
- Provide reporting on chemicals composition of products as customer request.
- Keep all certifications to date and within specifications (Reach, Rohs, ITAR, UL, PPAC, etc)
- Communicate to and train required personnel all compliance and process initiatives.
- Additionally, will ensures all requested customer surveys, compliance, first articles and other compliance reporting is complete, accurate and finishing within required time frames.

### **QUALIFICATIONS:**

- Training in Root Cause Analysis
- Prior Experience with ISO Administration
- Prior Experience with customer responses in their portals
- High School diploma and/or Bachelor's degree (B.A.) / Master's degree from four-year college or university; or three to five years related experience and/or training; or equivalent combination of education and experience.
- Occasional Travel required.
- Commitment to excellence and high standards
- Ability to manage priorities and workflow
- Versatility, flexibility, and a willingness to work within constantly changing environment priorities with enthusiasm
- Acute attention to detail; demonstrated ability to plan and organize projects
- Ability to work independently/team member of various teams and committees
- Ability to work on complex projects with general direction and minimal guidance

### **COMPETENCIES:**

***Analytical/Problem Solving***

***Motivation***

***Technical Skills***

***Planning/Organizing***

***Interpersonal Skills***

***Professionalism***

***Written/Oral Communication***

***Quality/Quantity***

***Teamwork***

***Safety and Security***

***Quality Management***

***Adaptability***

***Business Acumen***

***Attendance/Punctuality***

***Diversity/Ethics***

***Dependability***

***Judgment***

***Initiative***

#### **PHYSICAL DEMANDS AND WORK ENVIRONMENT:**

The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel and reach with hands and arms. The employee is occasionally required to stand and talk or hear. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, color vision, depth perception and ability to adjust focus. The noise level in the work environment is usually moderate.

#### **Full Benefit Package:**

- Health Insurance
- Prescription Drug Coverage
- Flexible Spending Accounts
- Dental Insurance
- Vision Care
- Paid Vacations
- Paid Holidays
- 401K Retirement Plan
- Profit Sharing Plan
- Life Insurance (Company paid)
- Tuition Reimbursement
- Short/Long Term Disability Insurance (Company paid)