



Job Title: Quality Assurance Technician

Department: QA

Grade Level: 4

Supervises: N/A

Reports to: Ecommerce SR. Product Quality Lead

Purpose:

Perform activities/inspections associated with providing a high-level quality assurance and related support to ensure products meet specifications and customer needs/expectations.

Essential/Specific Duties and Tasks:

- Work with all departments to manage quality activities/objectives such as but not limited to:
 - Product inspections:
 - Review product for compliance to PLM system, drawings and/or specifications to verify that the quality of the product meets established specifications/our customer's expectations.
 - Product requirements
 - Packaging
 - Retail/shipping
 - Assembly
 - Prep product for inspection(s)
 - Moving pallets using manual pallet jack
 - Moving product cases on/off pallets
 - Unpacking/Re-packing and Packaging of products
 - Perform visual/dimensional inspections, imported finished goods, using AQL (Acceptable Quality Levels) standards, or as otherwise directed
 - Unpacking/Re-packing and Packaging of products
 - Take photos of product issues as necessary
 - Perform additional product testing on a case-by-case basis such as but not limited to
 - Product drop testing
 - Product weight testing
 - Product assembly
 - Enter results of quality inspections/audits into computer and aid in maintaining quality metrics
 - Communicate inspection results via e-mail as inspections are completed
 - Communicate possible product improvements
 - Use inventory systems to place non-conforming product on hold/inspect as needed
 - Notify parties of non-conforming product(s) being placed on hold
- Perform quality inventory audits within the department to verify the accuracy of inventory, both quantity and locations, in accordance with established procedures.
- Perform activities related to customer returns and fulfillment of replacement parts including but not limited to receipts, inspections, pulling and shipping parts, and documentation.
- Other duties may include but not limited to:
 - Work on assigned projects
 - Housekeeping
 - Work with various departments to aid in determining root cause analyses
 - Assist others within the team as needed
 - Other duties as assigned by Ecommerce SR. Product Quality Lead

Qualifications (including Education, Physical Demands, Working Conditions, Equipment Used, Other Required Skills):

- High School Graduate a minimum. Two or more years of work experience in a Manufacturing Quality environment preferred
- Strong communication skills, both verbal and written.
- Computer skills required
 - Knowledgeable/experienced with MS Office and Outlook software
 - Most used within MS Office
 - Excel
 - Word
 - PowerPoint
- Ability to use ERP, inventory, and data management systems
- Knowledge of quality processes and how they are intended to function
- Ability to collect objective evidence to support compliance / noncompliance with the established process and standards
- Ability to use inspection equipment including calipers, micrometers, indicators, go/no go gauges
- Available and willing to perform occasional quality audit functions on off shifts
- Ability to adhere to and follow through with documented quality procedures and work instructions
- Be willing to work in a team environment to help accomplish the company's mission

Physical Demands and Work Environment:

- Ability and willingness to work in various temperatures within the plant
- Ability and willingness to work in a fast-paced, and changing environment
- Ability to sit, stand, bend, twist, push pull and/or walk for long/extended periods of time
- Ability to lift a minimum of 25# with the ability to reach overhead safely

Key Performance Indicators:

LIMITATIONS AND DISCLAIMER

The above job description is meant to describe the general nature and level of work being performed; it is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required for the position.

CURRENT INCUMBENT(S):

DATE LAST MODIFIED: 4/24/2013; 6/2018;8/26/2022