**Position: Quality - Customer Service Coordinator**

|  |
| --- |
| **GENERAL INFORMATION** |
| Reports to: General Manager |
| DepartmentManufacturing |  | Work LocationBridgeport, MI |
|
| **GENERAL SUMMARY** |
| This position focuses on and is responsible for monitoring, coordinating, and improving upon the quality of manufactured products and process at GLE. This would include the coordination and administration of customer requirements, compliance to regulatory systems such as AS9100 and ISO programs. This person will also test, measure, and evaluate manufactured products. They will interface with and provides quality detail and support to customers, management, and manufacturing operations. The position is responsible for coordination with the manufacturing operations to ensure the production of quality products made on-time, in the right quantity, and in a cost-efficient manner in support of GLE Precision manufacturing strategic objectives.  |
| **PRINCIPLE DUTIES AND RESPONSIBILITIES (ESSENTIAL FUNCTIONS)** |
| 1. Fulfill documentation and reporting requirements for the Quality Management systems and programs.
2. Daily use of ERP system for a variety of tasks.
3. Inspect manufacturing products.
4. Be key liaison between customers quality teams and management.
5. Create and maintain quality reporting in support of quality standards and management objectives.
6. Interpret and translate data from customer PO’s and prints into the GLE system.
7. Develop educational material and provide training as needed.
8. Help define and develop performance improvement targets for quality, service, and efficiency.
9. Implement systems to ensure that services and products conform to regulatory requirements.
10. Coordinate and support quality control audits.
11. Coordinate and formulate responses and corrective actions to incoming customer complaints and non-conformities.
12. Support extremal quality audits.
13. Process customer purchase orders for production.
14. Purchasing of materials for use in the manufacturing and quality process.
15. Initiate process improvements to reduce cost and increase efficiency.
16. Ethically protect company resources and best interest.
17. Receive and mark incoming materials.
18. Follow established safety procedures to assure a clean, safe work environment is promoted and maintained.
 |
|
|
| **JOB SPECIFICATIONS** |
| 1. 3-5 years of experience and exposure to AS9100 and ISO Quality systems.
2. Associate degree in related fields is required.
3. Good customer communication skills in support of internal and external customers.
4. Experience in implementing accreditation processes from beginning to end.
5. Ability to work in ERP system such as JobBOSS.
6. Good written and verbal commination skills.
7. Proficient with presentation and other documentation applications such as Visio, MS Project, and PowerPoint.
8. Ability to read and interpret product prints.
9. Experience in a manufacturing environment.
10. Knowledge of problem-solving processes and tools, such as Lean manufacturing.
 |
| **WORKING CONDITIONS** |
| Normal office environment, spends some time in manufacturing environment in closed facility. Personal protection equipment recommended and/or required depending on working area (safety glasses w/side shields, etc). |
|
| **DISCLAIMER** |
| The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. |
|
| **QUALITY** |
| Quality encompasses all aspects of GLE’s’ business, and every employee shares the responsibility to prevent the occurrence of any nonconformity relating to product, process and the quality system. All employees have an obligation to identify and record any such nonconformity, and, through designated channels, initiate and recommend solutions. |
|
| **GLE IS AN EQUAL OPPORTUNITY EMPLOYER** |
| Please apply by submitting a resume to careers@gle-precision.com |
|