

## Job Description

Come be a part of Labeltronix, a dynamic and innovative leader of label printing solutions. Established in 1993, Labeltronix has proven itself as an industry leader by fostering the development of high performing team players, delivering superior customer care and high quality labels and services. Labeltronix is a very strong, quality driven and talented company that delivers on its promises and challenges its self, on a daily basis, to become one of the greatest label supplying companies in the industry.

In 2010 Labeltronix achieved ISO 90001-2008 certification and we are seeking a Quality Administrator to maintain and further develop our ISO certified quality management system through coordination and administration of the quality of all Labeltronix products and services, issues and concerns. Printing experience would be a plus but not mandatory. We are seeking a quality leader, someone with a passion for quality and a great "Team Player" attitude, along with a desire to help assist and contribute in our quest to be a world class operation. Labeltronix encourages solutions through creativity, teamwork and communication. Labeltronix offers a competitive compensation and benefits package. Learn more about us at [www.labeltronix.com](http://www.labeltronix.com)

Please, no phone calls.

### SUMMARY

This position is responsible for the coordination and administration of quality for all products & service quality issues/concerns including customers and vendor returns, as well as responsible for the administration of the Labeltronix quality management system. Responsibilities include coordination of supplier corrective actions; communication to customers, managers, suppliers and other outside services; compilation and analysis of customer and internal quality data; and utilization of problem solving skills to assist in the coordination of permanent corrective actions both internally and with suppliers.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Special projects and other duties may be assigned as needed.

- Approval and Management of return merchandise, (SRO, Sales Return Orders)
  - Inform sales of SRO status
  - Generate and track SRO numbers to ensure swift and accurate processing
  - Coordinate processing of any owed credits with Accounting department to the customer
  - Coordinate receiving of vendor return authorizations and any owed credits from vendor
  - Ensure product replacement from vendor when necessary
  - Follow-up with vendor to complete "corrective action" on product return
  - Follow-up with customer to ensure satisfaction and send survey
  - Update all quality management system logs and metrics (customer complaints, internal corrective actions, performance metrics)
  - Provide corrective action report and findings to General Manager to identify trends and ensure effort is being made on part by internal departments and or vendors to improve quality.
  - Process and complete Customer quality questionnaires and compliance documents.
  - Participate in all quality program meetings
  - Serve as a member of the Internal Audit team
  - Act as document administrator for all Quality processes, forms and other documents
  - Adhere to existing safety and quality processes
  - Participate in training programs
  - Adhere to existing work instructions/processes and contribute ideas and recommendations for
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continuous process improvement

**EXPECTATIONS:**

- Provide regular feedback on ways to improve processes
- Provide recommendations and feedback to management regarding operational capabilities and limitations
- Maintain a very organized, clean, and safe work environment
- Participate in a continuous learning environment
- Adjust to new objectives as necessary
- Keep up-to-date on industry knowledge
- Be able to work at times under high-pressure
- Understand the importance of customer needs for both internal and external customers
- Be receptive to feedback
- Be a good listener and open-minded
- Possess a cooperative, team attitude
- Follow procedures/work instructions well
- Be detail oriented
- Have strong dedication and good work ethic

**QUALIFICATIONS:**

- § Experience maintaining equipment
- § Printing experience is a plus
- § Good troubleshooting skills

**EDUCATION and/or EXPERIENCE:**

- High school diploma or equivalent
- Minimum 2 years experience in a manufacturing environment
- Minimum 1 years experience in a label printing operation is a plus

**CERTIFICATES, LICENSES, REGISTRATIONS:**

- Basic understanding of Word, Excel, E-mail programs

**PHYSICAL DEMANDS:**

- Lift up to 50 pounds without aid
  - Move/handle up to 250 pounds with aid
  - Exposed to intermittent noise levels approaching 100 decibels
  - Use of harsh chemicals (isopropyl alcohol, petroleum based imaging oil)
  - Exposure to modest amount of ozone
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<b>Salary</b>	USD 35000 - 45000 Per Year
<b>Career Level Required</b>	Experienced (Non-Manager)
<b>Experience Required</b>	1+ to 2 Years
<b>Education Required</b>	High School or equivalent
<b>Job Type</b>	Employee
<b>Job Status</b>	Full Time
<b>Hours/Shifts</b>	

#### Contact Information

Phone :

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