

**POSITION DESCRIPTION for Quality Coordinator**

**IDENTIFYING INFORMATION**

**Job Title:** Quality Coordinator

**Regular Hours:** M-F; Day shift;

**Department:** Quality & Continual Improvement

**FSLA:** Non-Exempt

**Reports To:** Quality & Continual Improvement  
Manager

**Effective Date:** 12/01/2021

**POSITION SUMMARY**

**PRIMARY FUNCTION**

The Quality Coordinator, reporting to the Quality and Continual Improvement (Q & CI) Manager, will be responsible for Quality Administrative activities, Quality projects, document management, first piece, incoming and out-going inspections. S/he will be responsible for customer FAIR submission, interfacing with engineering, production, Customer Service, and Supply Chain teams to resolve quality related challenges, and handling non-conforming material.

**YOUR NUMBER**

For each position, Swagelok Northern California utilizes one key metric to drive success and provide clarity in decision-making. The key metric (“Your Number”) for this position is: **0 (zero) Past Due (as defined by Service Level Agreements) customer quality concerns.**

**DUTIES AND RESPONSIBILITIES**

- Fulfill documentation and reporting requirements for the Quality Management program.
- Ensure compliance with customer quality and material certifications.
- Performs statistical analysis and data analysis.
- Gathers certifications for shipments to customers.
- Performs and leads Document Control activities (QT9).
- Perform Incoming, in process and out-going inspections (visual, mechanical, and some electrical).
- Complete FAIR (First Article Inspection Reports) as required by customers on their portal.
- Work with cross-functional departments to resolve quality-related challenges.
- Lead, in conjunction with purchasing, NCMR/RMA/MRB activity.
- Improve and maintain Assembly Services document control processes.
- Train and mentor associates in the application of the Swagelok Quality System, ISO compliance and Swagelok Northern California Improvement System and Continual Improvement methodologies.
- Work as directed by supervisor with an expectation of independent creative problem-solving abilities.

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**EDUCATION AND EXPERIENCE**

**EDUCATION & CERTIFICATIONS**

Associate degree in Engineering (required)

Bachelor's degree from a four-year college or university (preferred)

ISO 9001 Certification (preferred)

ASQ Certification (preferred)

**WORK EXPERIENCE**

- Three years of experience in quality related role required (5 years preferred)
- 2 years of document management experience (preferred)
- Measuring tools (required)
- Engineering drawing experience (required)
- Experience with lean manufacturing practices (preferred)

**SKILLS & COMPETENCIES**

- **Detail Orientation.** Able to focus on details while multi-tasking in high-pressure, deadline-driven environment.
- **Verbal and Written Communication.** Strong organizational, planning and communication skills necessary
- **Computer Savvy.** Strong computer and office software skills
- **Action orientation.** A person who is bent for action and works in a solution space
- **Adaptability.** Responds flexibly to shifting priorities or new demands
- **Problem Solving.** Able to analyze situations with an orientation to process in order to identify root cause and implement corrective action. 8D, 5 Why
- **Mechanical Literacy.** Able to read and interpret mechanical drawings

**ESSENTIAL VALUES FOR SUCCESS AT SWAGELOK NORTHERN CALIFORNIA**

- **Respect.** Create an environment where people are trusted, respected, and treated fairly.
- **Innovation.** Challenge conventional wisdom to create new value for the customer.
- **Customer Focus.** Create value for the customer in order to create value for Swagelok.
- **Integrity.** Choose to do the right thing with courage and character.
- **Quality.** Provide high value and high performance in our products, processes, and services.
- **Continuous Improvement.** Consistently do things better to enhance safety, savings, and productivity.

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**PHYSICAL DEMANDS AND WORK ENVIRONMENT**

- Continually required to sit or stand
- Occasionally required to move around an office, production or warehouse environment
- Continually required to communicate with various stakeholders
- Continually required to read and view a computer screen
- While performing the duties of this job, the noise level in the work environment is typical of an office, production or warehouse setting.