

**POSITION DESCRIPTION for QUALITY CONTROL TECHNICIAN**

**IDENTIFYING INFORMATION**

**Job Title:** Quality Control Technician

**Regular Hours:** M-F; TBD by Supervisor

**Department:** Quality & Continual Improvement

**FSLA:** Non-Exempt

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

**Effective Date:** 12/9/20

**POSITION SUMMARY**

**PRIMARY FUNCTION**

The Quality Assurance Technician, reporting to the Quality and Continual Improvement (Q & CI) Manager, will be responsible for first piece, incoming and out-going inspections. S/he will be responsible for customer FAIR submission, interfacing with engineering to resolve quality related challenges, 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**

- Perform Incoming, in process and out-going inspections (visual, mechanical and some electrical).
- Ensure compliance with customer quality and material certifications.
- Complete FAIR (First Article Inspection Reports) as required by customer on their portal.
- Work with production control and engineering to resolve quality related challenges.
- Lead, in conjunction with purchasing, NCMR/RMA/MRB activity.
- Improve and maintain Custom Solutions 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.

**EDUCATION AND EXPERIENCE**

**EDUCATION & CERTIFICATIONS**

Associate’s Degree in Engineering (preferred)

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ISO 9001 Certification (preferred)

### WORK EXPERIENCE

- Five plus years of experience in quality related role
- Experience helping others
- Experience with lean manufacturing practices

### 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.

### 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.