

Quality Engineer, Customer Support (E4)

Required:

- MS, BS in EE or ME.
- 5 years of hands-on QA or project engineering experience in manufacturing environment.
- Ability to monitor quality of finished product; to establish, implement, optimize operating parameters.
- Demonstrated ability to lead and implement sustained quality improvements and customer satisfaction.
- Proven ability to work in cross-functional teams, build consensus, and foster positive relationships.
- Knowledge of quality concepts, ISO9001 implementation experience.
- Experience with Six Sigma tools, SPC, FMEA, DOE, Quality auditing, Lean.
- An eye for detail and analytical skills are necessary.
- Excellent communication skills, both verbal and written
- Demonstrated ability to prioritize and allocate time in accomplishing multiple tasks.
- Good computer skills, MS Office, MS Project, Statistical applications.

Position Description:

- Assist in design, implementation and maintenance of quality systems which are compliant to ISO 9001:2000 and customer requirements;
- Ensure customer satisfaction through quick follow up to problems, customer concerns, good root cause analysis and complete feedback.
- Thoroughly evaluate all customer returns and customer complaints regarding quality, initiate corrective action when necessary and determine root causes.
- Verifies corrective action activities to ensure proper follow-up and closure of problem.
- Develops and analyzes statistical data and product specifications to monitor quality of finished product.
- Identify processes for measuring and managing customer satisfaction and retention.
- Design actionable customer surveys.
- Link measures of customer satisfaction to other organizational and marketplace performance measures.
- Develop continuous improvement programs;
- Participate on new product development teams;
- Travel – up to 30%.

Desired:

- Ability to work in a dynamic environment and possess the motivation to incorporate new ideas into practice.
- **Experience with UL, IEEE, IEC, and MIL specs**
- Willingness to contribute to a team effort for the continuous improvement of United Solar photovoltaic products and processes.

We are a drug free workplace. Benefits include medical, dental, vision, life insurance and 401k with match. United Solar Ovonic is an Equal Opportunity Employer. EEO/AA/VEO

United Solar Ovonic LLC is the world leader in Thin - Film solar technologies

For more information about our company visit: www.uni-solar.com