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# Example of Customer Quality Job Description

Our company is growing rapidly and is searching for experienced candidates for the position of customer quality. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for customer quality

* Lead activities related to achieve Key endorsements from Ford required for attaining Q1
* Identify gaps in the Quality Processes before, during, and after implementation of Q1 related processes
* Coordinate between Divisional resources and plant resources for activities related to Q1 attainment
* Identify, promote, and deploy Quality best practices throughout Power Solutions to help achieve Q1 in Other PS facilities
* Exceptional collaboration within a matrixed environment
* Organizes and supports customer´s quality-related visits and audits
* Responsible for working with the customer's portal for quality related topics
* Monitors and reports the site specific view of quality on the customer´s portals
* Enters all quality requested data to customer´s portal or answers the customer requests
* Advise and be the expert on the use of customer specific requirements

## Qualifications for customer quality

* Minimum of one (1) year or experience in data analysis and report building
* Flexibility in work schedule is a must to accommodate peak seasons
* Travel to remote call center, as needed
* Ability to deep dive/analyze data and draw conclusions leading to improvement initiative recommendations
* Professional approach to working with colleagues at all levels – L4 & L5 Team Managers, Remote Mentors, Training Team, and Support Services Teams
* Ability to coach peers and displays adequate communication to influence levels above