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# Example of Quality Representative Job Description

Our company is looking to fill the role of quality representative. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don’t fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for quality representative

* Support and document quality practices in the printing and binding of client publications
* Partner with the manufacturing department on the production floor while providing hands-on support in evaluating product to ensure quality expectations are met
* Measure and communicate product quality to business and manufacturing partners
* Review of the general contractor’s monthly pay applications for accuracy
* Wage rate interviews
* Provide Quality Assurance oversight to Elanco Medicinal and Non Medicinal products
* Perform and document supplier risk assessments, and develop risk mitigation/CAPA plans where applicable
* Management of escalation process (notification to management) for CMO portfolio
* Leverage subject matter expertise in the review and approval of technical documents supporting the validated state of commercial product, including process validation reports, manufacturing technical documents, stability reports and process flow diagrams
* Coordinate complaint investigation requests with contract manufacturers

## Qualifications for quality representative

* Position requires the ability to hear and speak clearly over the phone and in person
* Excellent computer skills and experience with remote services, MS Office, AutoCAD, Visio
* Flexibility- Days, evenings, weekends
* Associates Degree in an IT, computer, technical related field of study, or Combination of two years’ previous experience in a technical support role providing onsite/remote service to end user devices and clients, along with industry specific technical certification ie
* Middleware - Rhapsody
* Previous experience in customer service or dispatch