



# Example of Assurance Quality Manager Job Description

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Our growing company is searching for experienced candidates for the position of assurance quality manager. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for assurance quality manager

- Evaluate processes and procedures and suggest methods to improve quality operations, efficiency, and service to both internal and external customers
- Responsible for implementation and deployment of internal processes and documentation necessary to meet internal and customer quality requirements
- Insure timely disposition of non-conforming materials
- Insure timely response and closure of RMA's
- Provide failure analysis and corrective action reports to customers as required
- Assist with shop floor and in-house manufacturing quality issues
- Conduct employee quality awareness training
- Manage subordinates in the quality department to provide effective and efficient services to the site and its customers
- Responsible for the overall direction, coordination, training and evaluation of subordinates
- Responsible for managing direct reports time off in order to assure coverage is available to support production and customer service operations

## Qualifications for assurance quality manager

- Configuration Management administration experience with tools such as Visual Studio Team Foundation Server, Git, ClearCase, Perforce
- Experience with test automation tools such as QTP, test automation using VB, C sharp, Excel Macros , iTKO Lisa is a plus

- Experience in contact center/customer service
- Minimum 5 years experience as a lead tester for major application integration and/or product release with 3 years of domain experience in the Insurance industry