



Example of Quality Assurance Specialist Job Description

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Our company is growing rapidly and is hiring for a quality assurance specialist. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

Responsibilities for quality assurance specialist

- Determines quality standards by studying, tracking and reporting on all customer contact types supported by the Smart Energy COE
- Verifies results by measuring skills in use of scripts, product knowledge, sales and service ability, greeting, diction, listening, etiquette, objection handling, efficiency, and courteous close of call
- Provides feedback to agents
- Evaluates approaches by rating effectiveness of customer care representatives
- Directs quality initiatives by requiring adherence to quality assurance policies and procedures
- Contributes to team effort by accomplishing related results for programs based on Service Level Agreements
- Establish and implement guidelines related to Quality Assurance practices, and cross and microbial contamination prevention for 3rd party contract manufacturing sites and bulk terminals
- Plan and conduct Quality Assurance and Contamination Prevention audits at third party contract manufacturing sites and bulk distribution terminals to ensure compliance with guidelines
- Ensure continuous improvement and drive resolution for QA non-conformances related to manufacturing and analytical testing with the appropriate personnel
- Oversee the development, implementation and compliance of controlled

Qualifications for quality assurance specialist

- ASCP Medical Laboratory Technologist Certification highly preferred
- BS Degree in biology, microbiology, virology, biochemistry or other life science
- Have at least 5 years quality assurance experience in microbiology/diagnostic CLIA certified laboratories, IVD manufacturing, medical device manufacturing, or pharmaceutical industry
- Certified Quality Auditor (CQA), Certified Manager of Quality/Organizational Excellence (CMQ/OE) or equivalent
- Associate's Degree in a biological science, chemistry or equivalent and a minimum of 1 year of applicable technical experience
- At least 4 years of experience in regulated industry is required