



Example of Quality System Job Description

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Our innovative and growing company is hiring for a quality system. 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 quality system

- Sample routing when applicable, to the investigation site
- May interact with Health Care Workers, consumers, public and other professionals regarding their Quality concerns
- Assist in maintaining customer relations via multiple means, written, verbal
- Review of complaint prior to closure for accuracy and follow up acknowledgement notice, if required
- Ensure that the customer compliant complies with all relevant procedures
- Remain current in product knowledge and any upgrades to complaint handling systems
- Review closing letters for accuracy and to ensure right the first time approach to customer communications
- Maintain expert knowledge level of the Trackwise compliant handling system
- Provide feedback to management for Trackwise / compliant process improvement opportunities
- Provide training to peers as requested by management

Qualifications for quality system

- Working knowledge of MS Office S/W suite (Word, Excel, Outlook)
- Evaluation of existing Quality System processes across NIBR for the identification of potential gaps to Novartis and regulatory requirements
- Monitoring the performance of the Quality Management System

- Basic qualification - Bachelor's Degree in Computer Science, Science or a related technical degree * Possess statistical data analysis and data system automation skills
- Analytical skills with a Bifocal approach - ability to zoom-in/zoom-out for tactical, high-level and detailed