



# Example of Senior Quality Manager Job Description

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Our innovative and growing company is searching for experienced candidates for the position of senior 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 senior quality manager

- Drive QA strategy and improvements that focus on processes that have a significant financial customer impact
- Develop necessary QA requirements as we move into a workflow system
- Enhance and monitor scoring, providing an accurate reflection of claims performance
- Lead and motivate the QA Team
- Develop metrics/scorecards to drive productivity and performance within the team
- Partner with risk and controllership, validating that critical to quality controls meet the required risk mitigates necessary, including SOX and SOC1
- Provide insights to leadership on areas of concern
- Drive consistency and accountability for error corrections across the department
- Work with internal and external auditors to provide assurance of quality controls
- Demonstrable experience in making sound business decisions using risk management and quality protocols

## Qualifications for senior quality manager

- Follow up with global/regional process owners on processes updates and implement at reproducible sites on time

- Provide leadership during stressful production demands
- Supports employee and team performance
- Supports and ensures effective employee relations