



## **QA Specialist (Level 1-2)**

### **Job Description**

The QA Specialist will support Product Complaint handling as well as nonconformance investigations, to ensure company compliance according to Quality System Requirements and Quality Management System.

#### **Core Job Duties:**

Responsible for analyzing and investigating of product complaints or reported quality issues to ensure closure in accordance with company guidelines and external regulatory requirements.

- Perform accurate review, evaluation, and assignment of incoming product quality complaints within established timeframes.
- Liaise with Support Department and assess reported information for completeness and determine the complaint categories.
- Ensure that complaints which require expedited review are identified and escalated to appropriate local markets, sites, and senior management promptly per established procedures.
- Maintains and analyzes problem logs to identify and report recurring issues to Quality Assurance management and Product Development.
- Develops or updates company complaint and inspection procedures to ensure capture and investigation, as well as proper documentation of complaints.
- Work closely with internal departments to support resolutions of nonconformances, CAPA, and Supplier Corrective Action Requests.
- Provide support during internal/external audits and inspections.
- Assist in other Quality Assurance tasks as required.

#### **Education & Experience:**

- Bachelor or higher degree in related discipline

#### **Knowledge, Skills, and Abilities:**

- Familiarity with FDA QSR Requirements
- Familiarity with ServiceMax and 123Compliance a plus
- 0-2 years of experience in a regulated manufacturing environment (medical devices, aerospace, communications, automotive, etc.)