



America's premier innovator, designer and manufacturer of high-performance wire and cable with a 60-year history of providing solutions to the toughest problems in the world's most extreme environments. We excel at developing customized products, utilizing our cross-linked irradiation technology, that meet power, signal, and data transmission needs—no matter how demanding the challenge—while exceeding standards for quality, durability and safety.

QUALITY ASSURANCE SUPERVISOR

Position Summary/Objective

Leads the quality related functions in El Paso facilities that promote customer satisfaction and impact the financial performance of Champlain Cable. This role primarily supports the Quality Systems of IATF-16949 and ISO 9001 while acting as a champion for the continuous improvement of customer quality. This includes providing Support Sr. Staff with key metrics, specialized research, and analysis driving continuous improvement. Will act as primary point of contact for customers with complaint and return analysis, leading teams in identification of product defect root-cause and permanent corrective action. Supports the daily operations with product test and control including MRB disposition of materials. Supports purchasing activities through the qualification of new suppliers and monitoring of existing suppliers. This position leads a team of technicians and inspectors coordinating and organizing the workload and balancing priorities.

This is a fast-paced environment that has 24-hour manufacturing and multiple work sites. Manages a staff of technical experts and quality control inspectors.

Essential Functions

- Manage the technical and quality control staff on day-to-day basis; ensuring proper priorities and resources to support operational demands.
- High level of collaboration with customers, staff, management, and all departments.
- Prepares organization for and leads audit process, both internal and third-party, for IATF/ISO retention.
- Collaborates with stakeholders to address nonconformities identified in audits.
- Supports customers through root cause identification, implementing corrective actions, and clear timely communication.
- Provides technical support and training to ensure projects are implemented correctly.
- Support the quality systems through identifying opportunities and working to correct them as part of a team.
- Supports purchasing activities through receiving audits, process audits, and verification of raw materials

Competencies

- Technical/Problem solving/Analysis
- 8D Skills Required- Internal Expert
- FMEA Skills Required- Internal Expert
- MSA Skills Required- Internal Expert
- SPC Skills Required - Internal Expert
- Internal Audit Skills Required – Certified to perform Product and Process Audits
- Customer/Client focus
- Customer Quality Portals Skills Required - Internal Expert - able to interpret the results of the tool, develop systems around the procedure, and make improvements to product or process in application of the tool
- Judgement
- Leadership
- Collaboration
- Communications / Presentation skills
- Time/Project Management

Supervisory Responsibility

This position has supervisory responsibilities.

Physical Demands

- Must be able to lift 15 pounds at times.

Position Type and Expected Hours of Work

This is a full-time position, Monday through Friday. Occasional evening and weekend work may be required as job duties demand.

Travel

Some travel is expected for this position.

Education and Experience:

- Requires a bachelor's degree in a STEM field and a deep knowledge of lean/six sigma methodology and quality tools.
- Preferably this position will have plastics or wire and cable background, automotive experience is a plus, and a strong ability to prioritize.
- Prior direct customer problem solving experience is a must.
- Strong working knowledge of Microsoft Office, overall computer literacy, and CAD a plus.