



Enterprise Quality Management Specialist

Job Summary:

The Enterprise Quality Management Specialist is responsible for the execution and maintenance of the quality management system.

Duties/Responsibilities:

- Assist with the design and execution of management training for all enterprise employees
- Assist with the implementation and maintenance of programs to identify opportunities for improvements via performance indicators and customer feedback, and assist owners on the design of action plans to address issues
- Monitor and report progress made on quality events
- Assist with change control management to ensure latest changes are reflected in enterprise documents/processes
- Perform routine internal audits to ensure we 'say what we do and do what we say' • Monitor suppliers to ensure they are meeting standards
- Assist with the design and maintenance of the quality management methodology and policies
- Assist Department leaders with developing specific departmental goals, standards, and objectives which directly support the strategic plan and vision of the enterprise • Assist with staff relations including performance management, staff satisfaction, and conflict management
- Assess and report on the quality of client services delivered
- Manage and oversee workflows to ensure processes are aligned with performance standards
- Assist in recruitment, interviewing, hiring, and training of departmental staff • Perform other related duties, as assigned



Supervisory Responsibilities:

- Will manage projects made up of staff members who do not directly report to the Quality Management Department
- Provide constructive and timely performance evaluations

Required Skills/Abilities:

- Excellent verbal/ written communication skills, & interpersonal and customer service skills
- Excellent organizational skills and attention to detail
- Strong analytical and problem-solving skills
- Strong supervisory and leadership skills
- Proficient with Microsoft Office Suite or related software

Education/Experience:

- College degree preferred
- Certified Manager of Quality/Organizational Excellence (CMQ/OE) or similar certification preferred
- LSS Green or Yellow Belt Certification preferred
- Experience working in a newly developed global quality management system

Physical Requirements:

- Prolonged periods sitting at a desk and working on a computer.
- Able to lift up to 15 pounds at times.
- Available to work any shift as needed; to include weekends and holiday.

Resumes can be sent to rgarza@teamhousing.com