

## QA Lab Technician

Encore Glass is a distributor of wine bottles and provides exceptional service to our customers. Located in Fairfield, CA we are seeking an individual that has strong project management skills and detail oriented to support our Quality Assurance Team.

### **RESPONSIBILITIES:**

- Measure bottles to ensure they are within Encore's specifications
- Identify and categorize quality issues when reported
- Work closely with Technical Services, Customer Service, Sales and the Warehouse when issues are reported at customers to resolve as quickly as possible.
- Write Quality Reports for customers using glass manufacturer root cause and corrective actions
- Write Standard Operating Procedures for current and future processes
- Aid in developing new molds
- Aid in research and development of new products
- Communicate issues to glass manufacturers when appropriate
- Manage CA Prop 65 program for all products
- Manage QA issue samples
- Coordinate sending samples to glass manufacturers when needed
- Maintain a clean and functional lab at all times
- Identify continuous improvement opportunities of all aspects job when appropriate.
- Conduct audits of all new products upon arrival to Encore

### **CULTURAL REQUIREMENTS:**

- Passionate about our company and driven to do what it takes to ensure our customer's needs are met above and beyond – internally and externally.
- Resourceful, figure it out and get-it-done mentality with a track record of accuracy and exceptional quality work.
- Committed, reliable and hard-working

### **MINIMUM REQUIREMENTS:**

- College degree in a related field
- Detail oriented with strong follow up and project management skills.
- Ability to follow and give clear direction, utilize sound judgment to resolve conflict, and maintain positive relationships through open communication skills.
- Self-initiative to organize multiple tasks, prioritize workload to meet goals, and drive for continuous improvement with minimal direction in a fast pace environment.
- Works well in a team environment.
- Previous experience in Quality Control, and knowledge of glass bottle manufacturing preferred.
- Knowledge in data collection, measuring, and analysis including use of optical comparator, calipers and micrometers.
- Computer literate, proficient in Microsoft Outlook, Word, Excel, Access
- Must have excellent written and verbal communication skills.
- Ability to speak and write Spanish preferred

Encore Glass is an equal opportunity employer. For more information, please visit our website at [www.encoreglass.com](http://www.encoreglass.com)

If you are interested in joining the Encore family, please reply to this ad and include your cover letter, resume and salary requirements.